

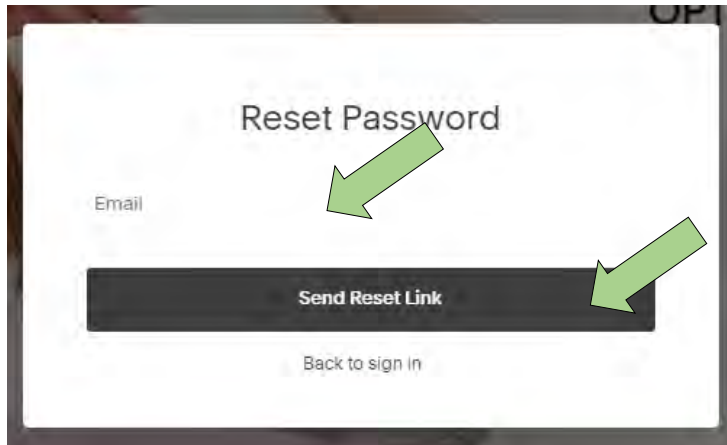
## Reset AOE Billing Account Password

\*To order courses or subscribe with AOE, you need two accounts

- 1) A **Billing Account** on [aoece.com](http://aoece.com) (Canada) or [aoece.international](http://aoece.international) (US/World)
- 2) A **Learning Account** on [AOE On-Demand](#)

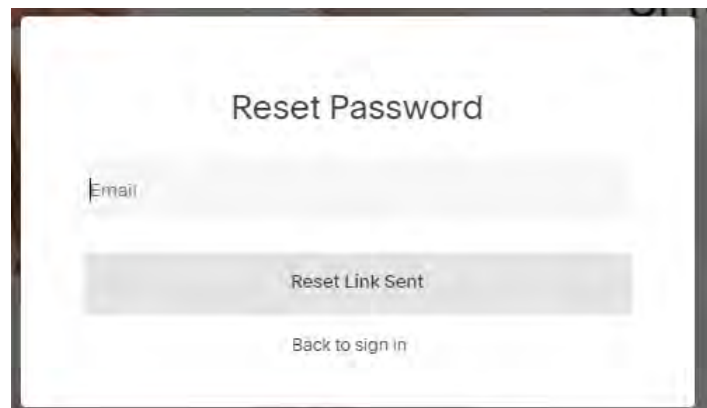
### STEP 1: Reset your billing account password

- a) Open a browser and visit:
- b) <https://www.aoece.com/account/login/request-reset> (Canada)  
or <https://www.aoece.international/account/login/request-reset> (US/International)
- c) Type your email into the **Email** field and click **Send Reset Link**



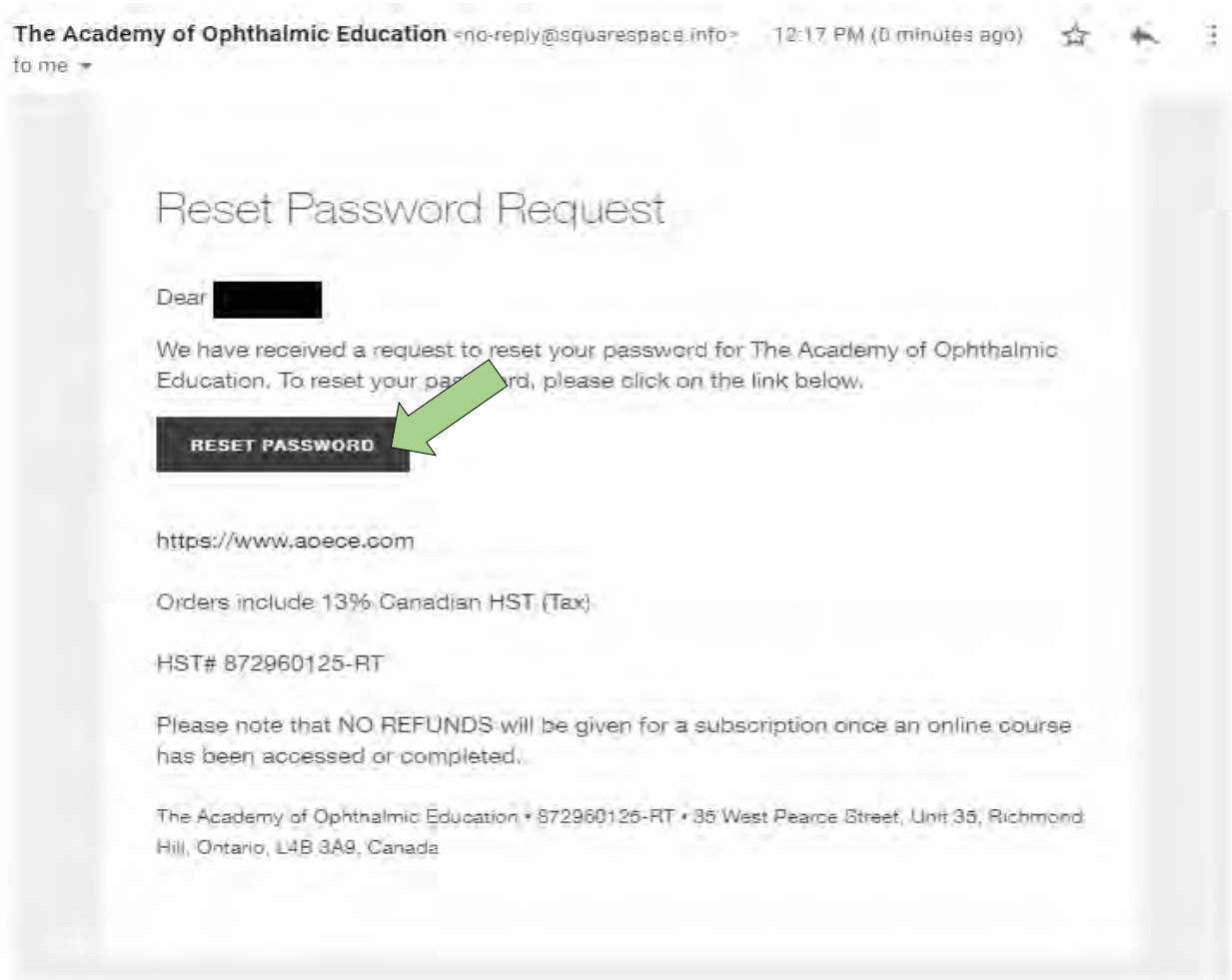
The screenshot shows a web form titled "Reset Password". It features an "Email" input field. Below the input field is a dark grey button labeled "Send Reset Link". A green arrow points to the "Email" field, and another green arrow points to the "Send Reset Link" button. Below the button is a link that says "Back to sign in".

- d) You will know it is sending the email when the button changes to grey and displays "Reset Link Sent"



The screenshot shows the same "Reset Password" form, but the "Send Reset Link" button is now grey and displays the text "Reset Link Sent". The "Email" input field is now empty. The "Back to sign in" link remains at the bottom.

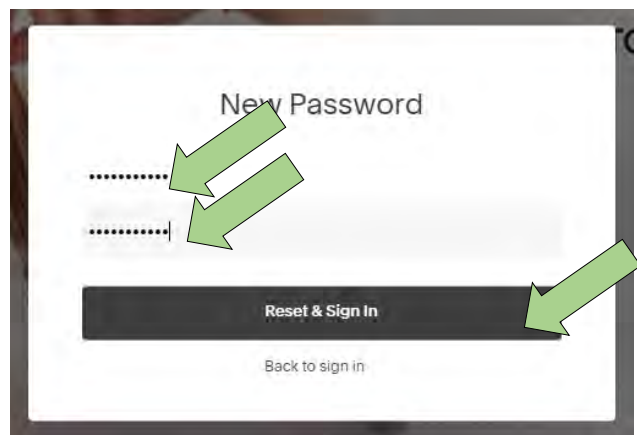
- e) Open your email client for the mail address you requested to be reset. You'll see an email like below. Click on **Reset Password**



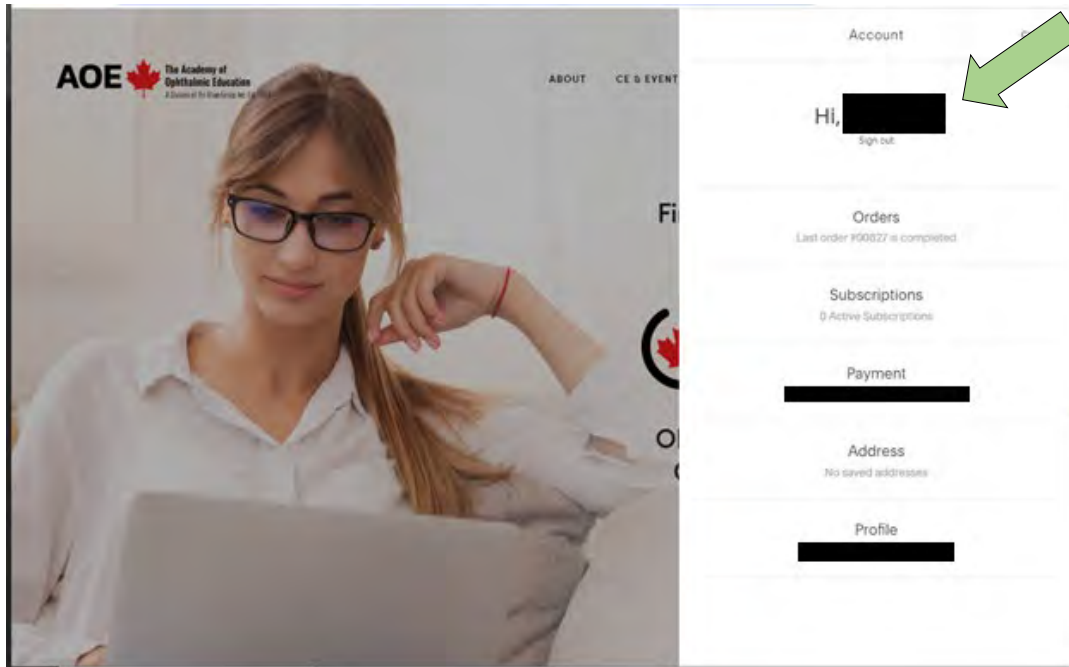
- f) Your browser will open up and the form to the right will be displayed

- g) **Enter your password twice!**

- h) Click **Reset & Sign In**



- i) You will know was successful when a screen like below is shown with your information on the right.



- j) You can either continue to make a purchase or sign out.

\*If you need instructions on how to place a course or subscription order, [please click here](#)