

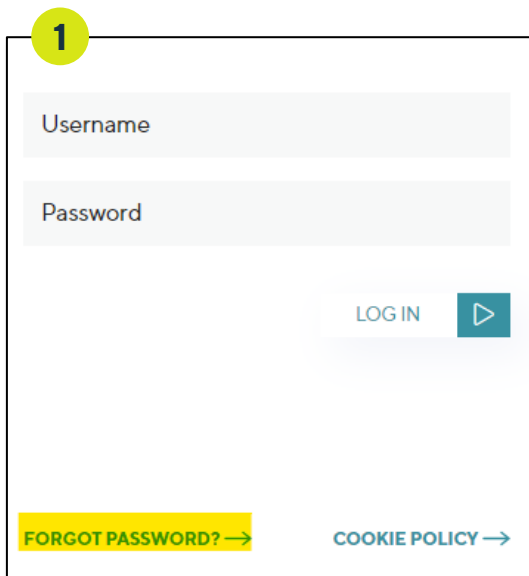
MIPOWER FREQUENTLY ASKED QUESTIONS

1. How to recover password:

If you want to reset your password, please do as it follows:

Click “Forgot password?” (picture 1) and then add your email address in the second line, not your username (picture 2)

1



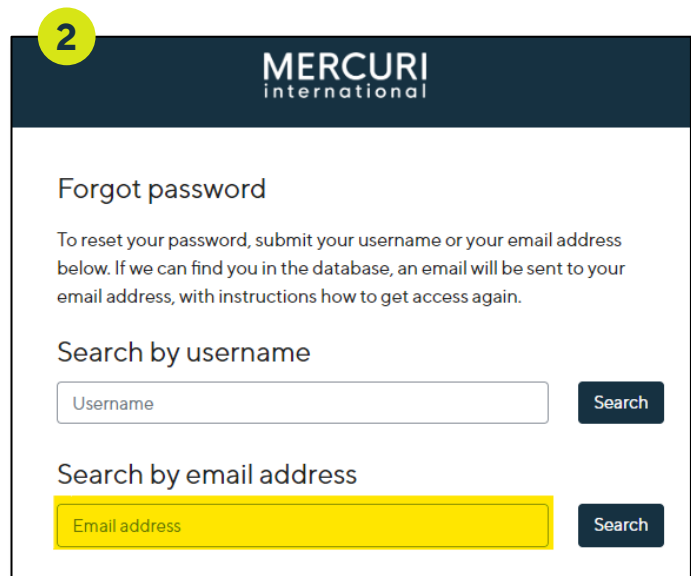
Username

Password

LOG IN

FORGOT PASSWORD? → [COOKIE POLICY →](#)

2



MERCURI
international

Forgot password

To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again.

Search by username

Username

Search by email address

Email address

After a few minutes you will receive an email to set-up a new password.

2. Learning resource completion not syncing:

If after completing an interactive content you do not gain the completion check (a green check right next to the name of the activity), please make sure to refresh the page and to clear your selected browser cache and then login again to Mlpower.

3. How to disable pop-up blocker:

Click this link to have a look at a detailed guide:

[mercuri-digital.com/How to disable pop-up blockers.pdf](https://mercuri-digital.com/How%20to%20disable%20pop-up%20blockers.pdf)