

# Reset Your BRIDGE-RI Password After Losing It

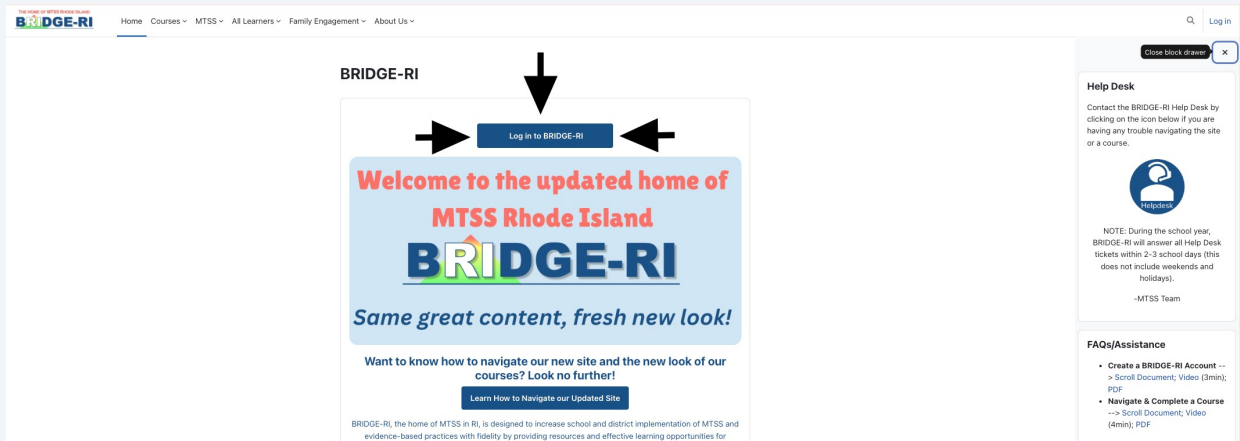
- 1 How to reset your BRIDGE RI password.



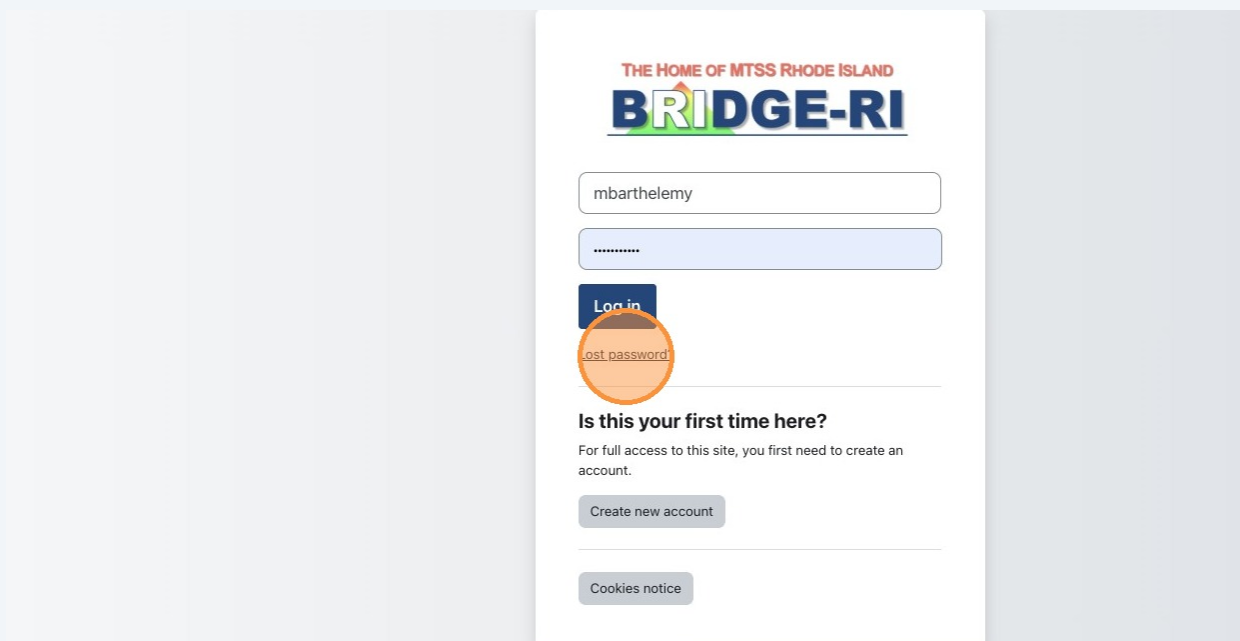
- 2 Navigate to the BRIDGE -RI site.



### 3 Click "Log in to BRIDGE RI"



### 4 You will be brought to the log in page. Click "Lost password".



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The system will retrieve your account if you search either by the user name you created for the account, or by the email address tied to your account.

associated with BRIDGE-RI, then, submit a Help Desk ticket providing your updated email address and school information. We will manually update your account and provide you with a temporary password.

Please, Do Not create a new account.

Thank you. MTSS Team

### Search by username

Username

### Search by email address

Email address

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Note: If you no longer have access to the email account connected to this account, submit a Help Desk ticket. There is a link to the Help Desk on the right of the BRIDGE RI main page. If you do not see anything, click the arrow (<) at the top right below the "Log in" link to expand the drawer.

About Us  Log in

BRIDGE-RI

Welcome to the updated home of  
MTSS Rhode Island  
**BRIDGE-RI**

Click to expand. The Help Desk icon will be visible. Click to submit a ticket.

< Open

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Another pop-up window will appear stating that if you provided correct information, an email will be sent with instructions and link to change your password.

If you do not receive an email, complete a Help Desk ticket.

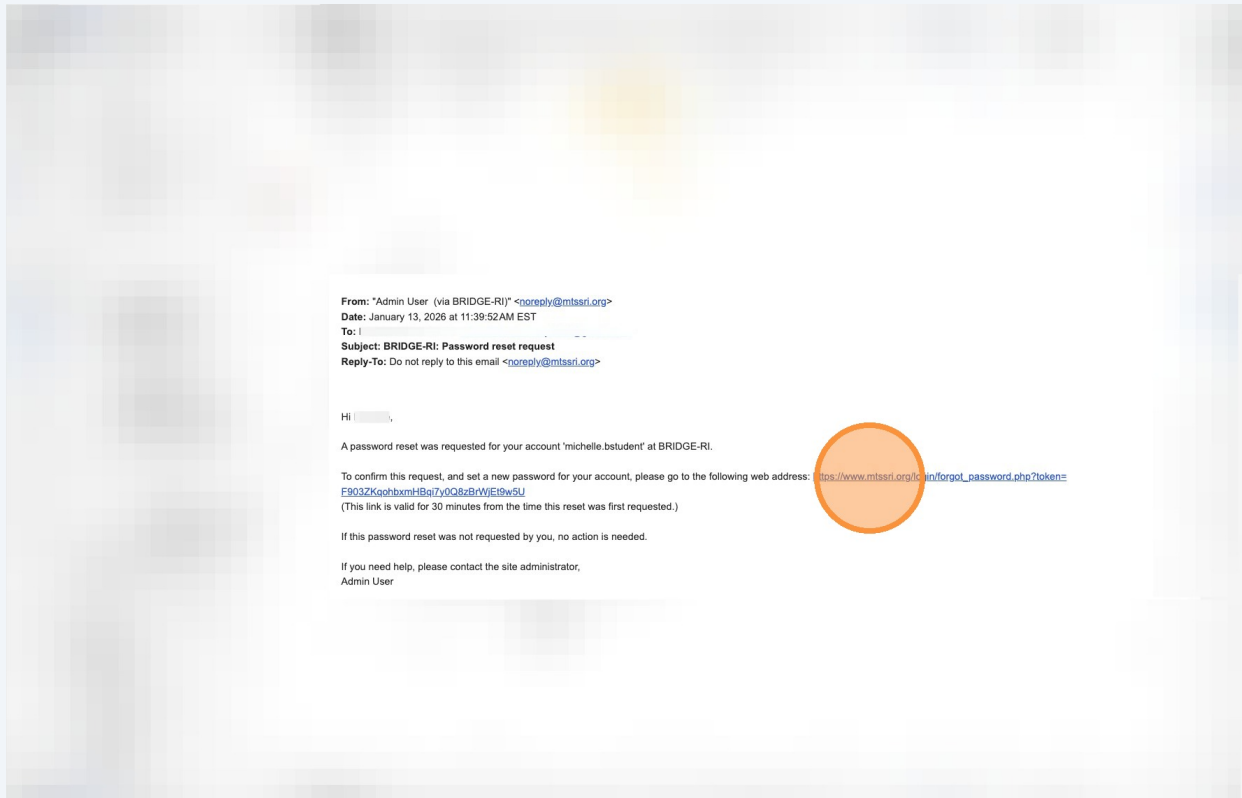
If you supplied a correct username or unique email address then an email should have been sent to you.

It contains easy instructions to confirm and complete this password change.

If you do not receive an email please check your SPAM folder. If you continue to have difficulty, please fill out a help desk ticket.

Continue

8 Click on the link in the body of the email.



9 The link redirects to the "Set password" window. Create a new password following the outlined parameters. Then click "Save changes".

The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 special character(s) such as \*, -, or #

New password ⓘ

New password (again) ⓘ

☒ Log out all other browser sessions ⓘ

ⓘ Required

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You will be brought back to the BRIDGE RI Home page with confirmation that your password has been set.

The screenshot shows the BRIDGE-RI Home page. At the top, there is a navigation bar with the BRIDGE-RI logo and links for Home, My Courses, Courses, MTSS, All Learners, Family Engagement, and About Us. A search icon and user profile icon are also present. Below the navigation bar, a confirmation message states "Your password has been set." with a close button. A large orange circle highlights this message. Below the message is a welcome banner that reads "Welcome to the updated home of MTSS Rhode Island BRIDGE-RI Same great content, fresh new look!". Below the banner, there is a section titled "Want to know how to navigate our new site and the new look of our courses? Look no further!" with a button labeled "Learn How to Navigate our Updated Site". Below this, there is a section titled "Course Catalog and Enroll in a Course" with a button labeled "Our Courses". At the bottom, there is a section titled "Who We Are" with a brief description of BRIDGE-RI.

BRIDGE-RI

Hi, [User Name]!

Your password has been set.

Welcome to the updated home of  
MTSS Rhode Island  
**BRIDGE-RI**  
Same great content, fresh new look!

Want to know how to navigate our new site and the new look of our courses? Look no further!

[Learn How to Navigate our Updated Site](#)

BRIDGE-RI, the home of MTSS in RI, is designed to increase school and district implementation of MTSS and evidence-based practices with fidelity by providing resources and effective learning opportunities for educators. BRIDGE-RI aims to strengthen collaboration, communication, and leadership to promote outcomes that serve all learners.

**Course Catalog and Enroll in a Course**

If you are looking for a course you are already working on, please visit "My courses" on the top left. Looking to enroll in a course? Want to see what free courses we offer?

[Our Courses](#)

**Who We Are**

BRIDGE-RI is the new home for all things Multi-Tiered System of Supports (MTSS) in the state of Rhode Island. Learn more about who we are and how to get started with online professional learning today.

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If you need assistance or have questions, submit a Help Desk ticket. There is a link to the Help Desk form on every page in a course in the right drawer.

### Help Desk

Contact the BRIDGE-RI Help Desk by clicking on the icon below if you are having any trouble navigating the site or a course.



NOTE: During the school year, BRIDGE-RI will answer all Help Desk tickets within 2-3 school days (this does not include weekends and holidays).

-MTSS Team