

# How do I recover my password?

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## Self-registration students



1. Open the RLP webpage: <https://richmondlp.com/login>
2. Click on "¿Olvidaste tu contraseña?/Forgotten password?"
3. In the form that appears, enter the email address that you have registered in the RLP and click on **Submit/Enviar**.
4. The following screen will appear to notify that the email has already been sent.
5. Check your inbox for the email provided in the previous step. Search for an email with a subject: "Password reset". If you cannot find it, it is important that you look in the Junk Mail folder and add it as a safe sender so that it can be sent to your inbox.
6. Open the message and click on the indicated link to reset your password.
7. In the form that appears, enter a new password, confirm it by typing it again and click **RESET PASSWORD**.
8. Your old password will be changed to a new one and it will redirect you to the RLP home page.

Watch the following video with the password reset process.

Your browser does not support HTML5 video.



If you would like to learn more about the use of the platform, please visit our knowledge base at the following link: <https://rlp-ug.knowledgeowl.com/help/student>