Merging of Accounts

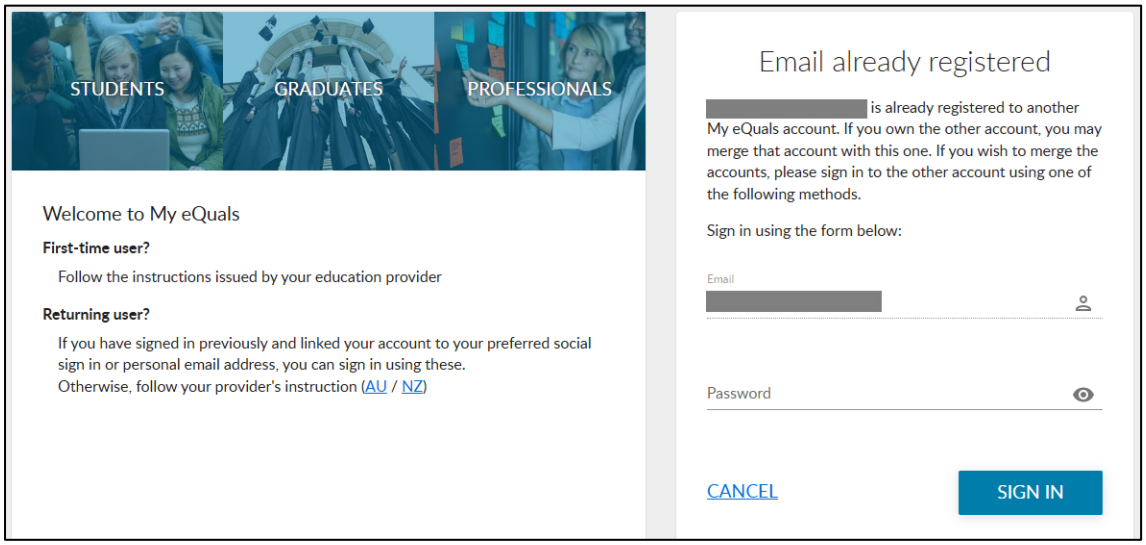
Merging accounts are applicable when Learner has two (2) different My eQuals account created (e.g., Email Address Account A & Email Address Account B).

To merge accounts:

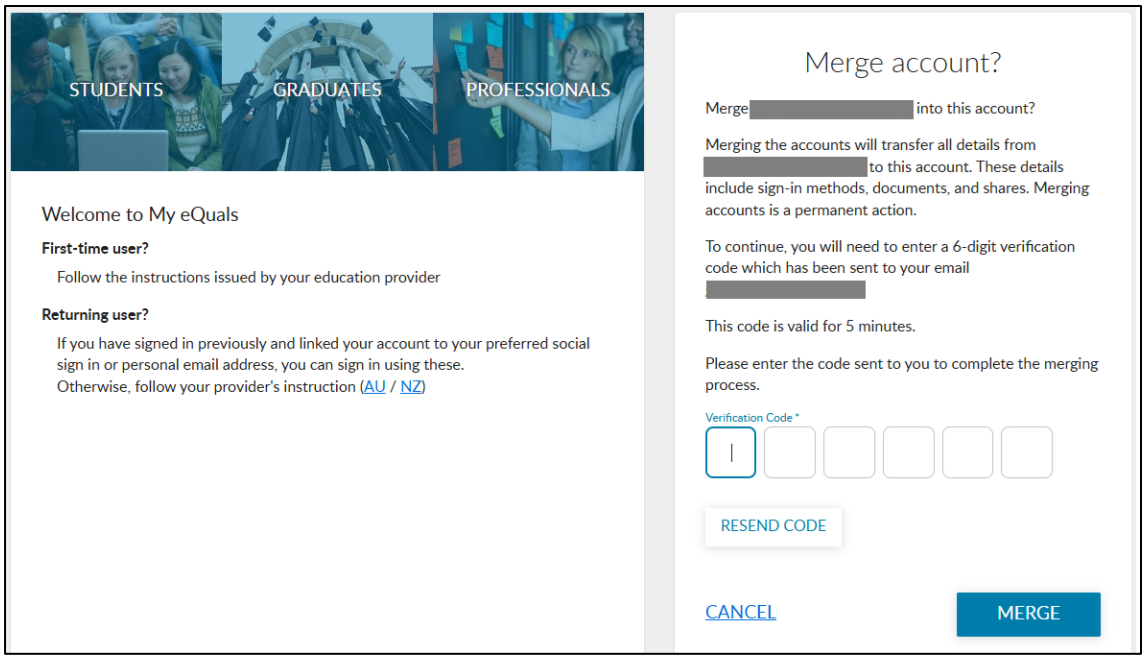
Step 1: Sign in to My eQuals account < emailaddressA@gmail.com > and click on Account Settings from the dropdown menu beside the Learner's name.

Step 2: Click **+ Link Another Email**. Enter the email address that was previously registered on My eQuals < emailaddressB@yahoo.com > and click **Add**.

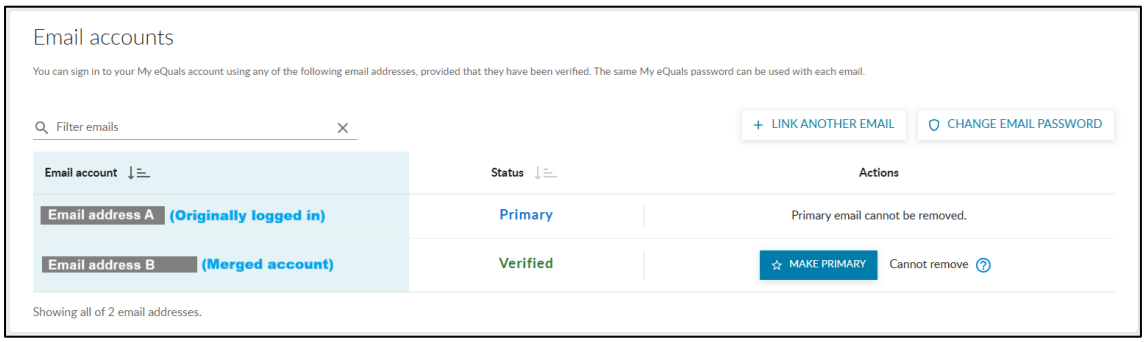
Step 3: Learner will be redirected to the sign-in page and prompted to sign in using the password associated with < emailaddressB@yahoo.com > account.



Step 4: Upon signing in, a verification code will be sent to < emailaddressB@yahoo.com >. Enter the verification code to verify the account and click **Merge** to successfully merge the accounts.



After the accounts have been successfully merged, < emailaddressB@yahoo.com > will inherit the account password of < emailaddressA@gmail.com >. Learner can then sign in to their My eQuals account using either < emailaddressA@gmail.com > or < emailaddressB@yahoo.com >, with the password associated with the < emailaddressA@gmail.com >.



As the linked email addresses share the same account, resetting the password using either email address will update the password for the entire account.

Once accounts are merged, all documents issued to both emails will be accessible via current account.

For a visual walkthrough on **Merging Accounts**, click **How to Link My eQuals Accounts**.

Note: Merging accounts is a permanent action.

Signing Out

To securely close the session, click **Sign Out** from the dropdown menu beside the Learner's name. This is highly recommended when accessing the Learner Portal from a public or shared computer or when connected to a public Wi-Fi network.

