

Password Reset for Users on PTC SaaS Products

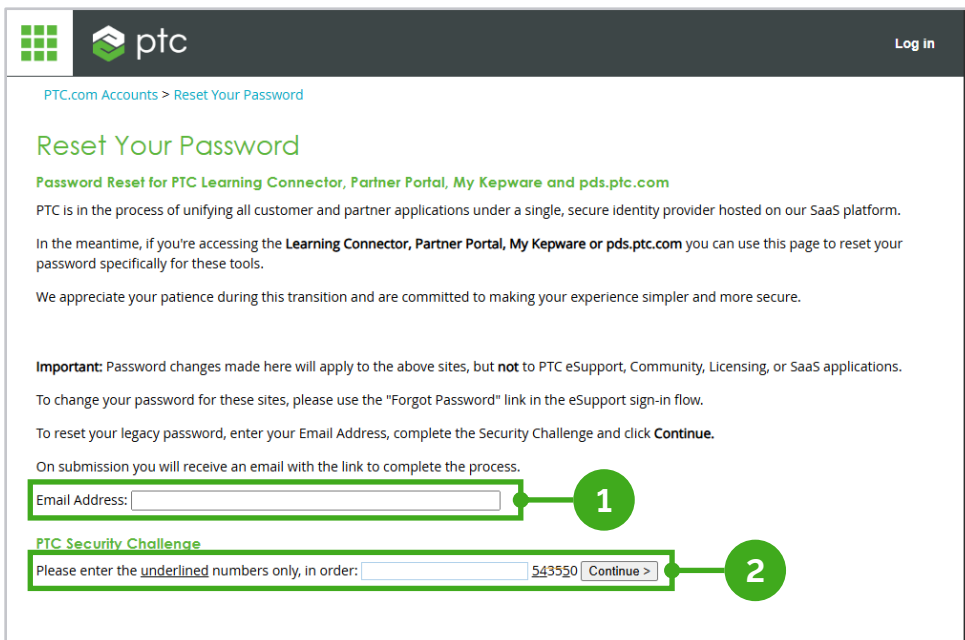
PTC is consolidating all applications and services under a single, secure identity provider hosted on our SaaS platform.

This initiative is being rolled out in stages, and Learning Connector has not yet transitioned to leveraging PTC SaaS. Therefore, you will need a separate set of sign in credentials for Learning Connector, distinct from those used for your PTC SaaS applications.

If you already use PTC SaaS, eSupport directs password updates through the SaaS process, so your Learning Connector password will remain unaffected.

To update your Learning Connector password, follow these steps.

1. Visit the [Legacy Password Reset](#) page..
2. Enter your Email Address, complete the security challenge, and click **Continue**.



PTC.com Accounts > Reset Your Password

Reset Your Password

Password Reset for PTC Learning Connector, Partner Portal, My Kepware and pds.ptc.com

PTC is in the process of unifying all customer and partner applications under a single, secure identity provider hosted on our SaaS platform.

In the meantime, if you're accessing the **Learning Connector, Partner Portal, My Kepware or pds.ptc.com** you can use this page to reset your password specifically for these tools.

We appreciate your patience during this transition and are committed to making your experience simpler and more secure.

Important: Password changes made here will apply to the above sites, but **not** to PTC eSupport, Community, Licensing, or SaaS applications.

To change your password for these sites, please use the "Forgot Password" link in the eSupport sign-in flow.

To reset your legacy password, enter your Email Address, complete the Security Challenge and click **Continue**.

On submission you will receive an email with the link to complete the process.

Email Address:

PTC Security Challenge

Please enter the underlined numbers only, in order:

3. Check your email and follow the instructions to finalize the password reset.

Note: If you do not use PTC SaaS products, please update your password directly through the typical route, using the [eSupport portal](#).