

## Gale User Accounts - Sign In Help

### General Background FAQs

#### What are Gale user accounts?

Gale user accounts are a method of account creation for *Gale Presents: Udemy*. Gale user accounts allow users to sign in with any email and password, without relying on social providers such as Google or Microsoft for account creation.

#### How are Gale user accounts secured?

Gale user accounts are secured by Okta. Okta provides rigorous security measures and controls to protect your information. This includes securing and verifying all communications with Okta, encrypting customer data, and ensuring that only the right people in your organization can control the Okta service. These controls are audited regularly. For more information about Okta, visit their [privacy policy](#).

#### Who do I contact in case of issues with my Gale user account?

Many common issues are addressed in this article, but if you don't see your issue here, please reach out to Gale technical support using the [request help](#) link for assistance.

### Managing Passwords and Accounts FAQs

#### Sign-in authentication methods:

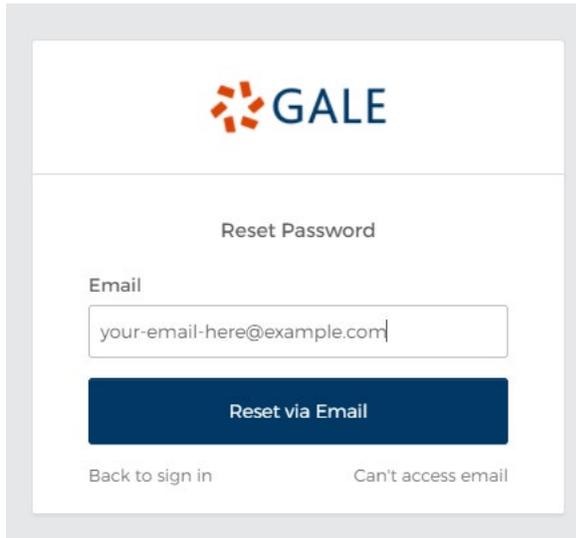
You can sign up or sign in to *Gale Presents: Udemy* using a Gale user account, Google, or Microsoft.

To sign in using a Gale user account, enter the email and password you used during sign-up. To sign in with a Google or Microsoft account, choose the button that corresponds with your preferred sign-in method.

If you are experiencing account issues, please contact technical support using the [request help](#) link for assistance.

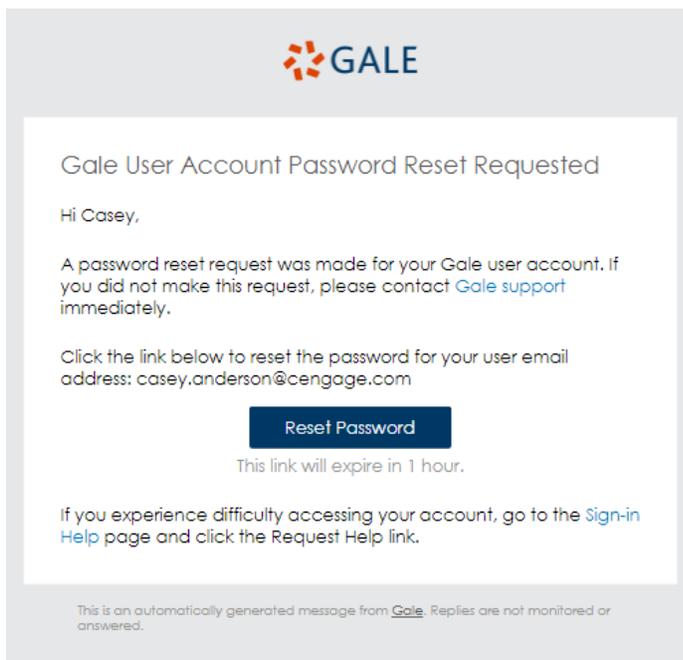
#### How do I change my password?

To change your Gale user account password, select **Need help signing in? > Forgot password?** on the sign-in page. You will be prompted to enter your email. Once you enter your email and choose “Reset via Email,” you will receive an email to the address provided.



The screenshot shows the Gale 'Reset Password' form. At the top is the Gale logo. Below it is the title 'Reset Password'. There is an 'Email' label above a text input field containing 'your-email-here@example.com'. Below the input field is a dark blue button labeled 'Reset via Email'. At the bottom of the form are two links: 'Back to sign in' and 'Can't access email'.

Once you receive the forgot password email, select the Reset Password link.



The screenshot shows an email titled 'Gale User Account Password Reset Requested'. The email content includes: 'Hi Casey,', 'A password reset request was made for your Gale user account. If you did not make this request, please contact [Gale support](#) immediately.', 'Click the link below to reset the password for your user email address: casey.anderson@cengage.com', a dark blue button labeled 'Reset Password', and 'This link will expire in 1 hour.'. At the bottom, it says 'If you experience difficulty accessing your account, go to the [Sign-in Help](#) page and click the Request Help link.' and a footer note: 'This is an automatically generated message from [Gale](#). Replies are not monitored or answered.'

Choosing this link will take you to a screen where you can enter a new password. After you've reset your password, return to the sign-in screen and sign in using your new password.

### **How do I unlock my account?**

If you receive an email that your account has been locked, please contact technical support using the [request help](#) link for assistance.

## **Migrating Google and Microsoft Accounts FAQs**

### **Moving from a Google or Microsoft sign-in to a Gale user account:**

#### ***For users who created their account before March 22, 2022***

If you created your *Gale Presents: Udemy* account using Google or Microsoft before the launch of Gale user accounts and now you'd like to switch to a Gale user account:

1. From the sign-in page, select **Need help signing in? > Forgot password?**
2. Follow the forgot password steps and reset your password.

Once you've created your new password, return to the sign-in page and use your email and new password to sign in. Once you've signed in, your *Gale Presents: Udemy* course history will be associated with your new Gale user account.

Having trouble? Contact technical support using the [request help](#) link for assistance.

#### ***For users who created their account after March 22, 2022***

If you created your *Gale Presents: Udemy* account using Google or Microsoft after March 22, 2022, but you now want to create a Gale user account and sign in using an email and password, please contact technical support using the [request help](#) link for assistance. They will assist you in migrating your account.

## **Request Help**

Experiencing difficulty or have other questions? [Request help.](#)



Gale, here for **everyone.**