

How to Set/Reset BELS Account Password or Reset Email Address

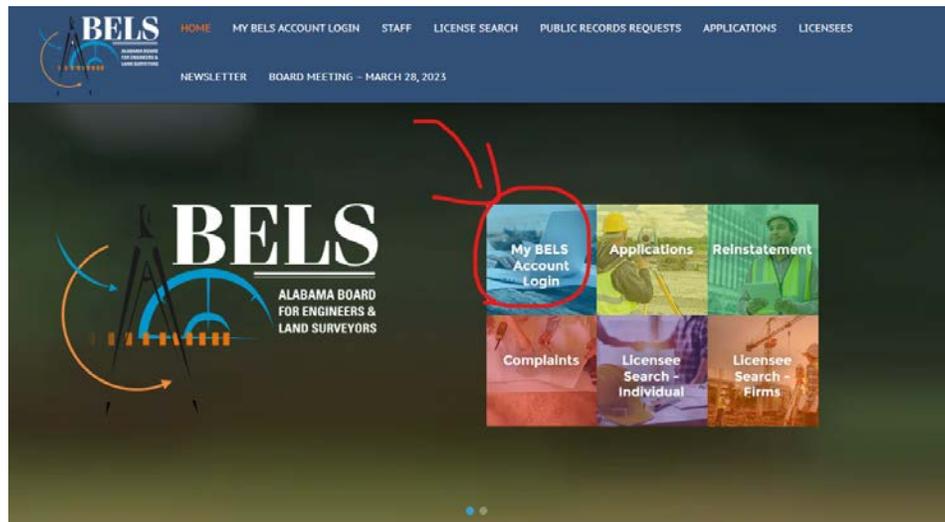
We transitioned to a new database called Learning Builder September 1, 2021. **All licensees and applicants (who filed an application prior to September 1, 2021), already have an account in the new database.** Do not create another account.

Follow these instructions if you need to reset your password because you forgot it or if you no longer have access to the primary email address in your account.

BELS staff cannot see your password and we will not reset your password.

Step 1

- Go to the website click My BELS Account Login



License renewals begin October 2023



HOW TO



NEWS



CALENDAR



BOARD
MEETINGS



WEBINARS



FAQS

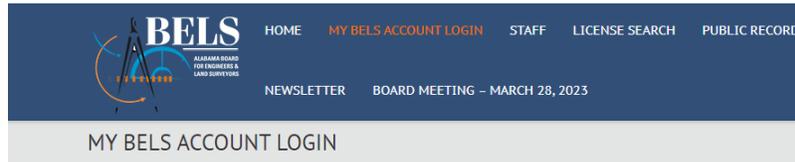


RESOURCES



Step 2

- Click My BELS Account



What is My BELS Account? It is an account that you've created as a new applicant to start the application process, is an existing account due to being currently licensed or previously licensed in Alabama or created by a non-licensed person or firm to file a complaint. If you have never been licensed as a PE or PLS or certified as an Engineer or Land Surveyor Intern or had your firm certified in Alabama, you will need to create a new account.

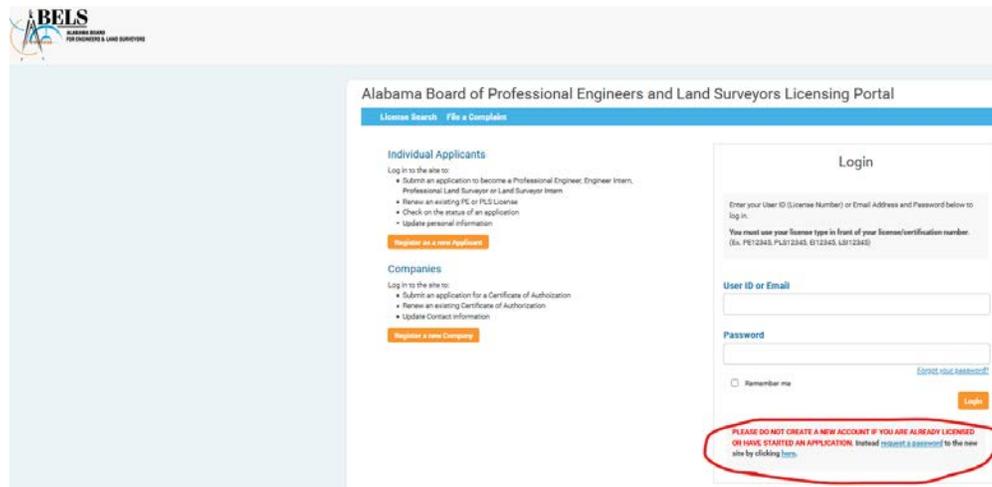
Everyone who was licensed prior to September 1, 2021 or an applicant prior to September 1, 2021 already has an account. **DO NOT CREATE A NEW ACCOUNT.** You would just log in with your email address or license number (PEXXXX, PLSXXXXXX, ECAXXXX or LSCXXXX) and password.

How To's are available on how to get around in your BELS account, make changes, see your carry forward hours and print your pocket card.



Step 3

- Click Request a Password or Forgot Your Password (**DO NOT CREATE AN ACCOUNT IF YOU ARE ALREADY LICENSED OR FILED AN APPLICATION PRIOR TO 9/1/2021**)



Step 4 (Forgot Your Password)

- (Instructions on Page 6 if you have a different primary email than what we have on file that needs to be reset) Enter your License/Certification number or your email address we have on file. If you use your License/Certification number, you will need to put the license/certification type in front of the number (PE12345, PLS12345, EI12345, LSI12345).

When requesting a password using this page, you need to know one of the following:

- The email address you used on your application, or
- Your License Number, which is also your User ID. **You must use your license type in front of your license/certification number.** (Ex. PE12345, PLS12345, EI12345, LSI12345, ECA12345, LSCA12345)

You will be sent instructions to reset your password at the email address we have on file.

If any of the following apply to you, **click Start Account Recovery below.** You will need to enter your date of birth and social security number and the email you want the password reset to go to.

- You got the error **"No email is on file. Please contact support to reset your password."**
- You got the error **"Could not find a user for email address"** and you were also unsuccessful using your license number (Ex. PE12345, PLS12345, EI12345, LSI12345, ECA12345, LSCA12345)
- You no longer have access to the email account we have on file

If you do not enter the correct date of birth or social security number in 3 attempts, your file will be locked and you will need to [contact us](#) and provide the name used when completing the application and your date of birth and we will update the email address on your account so you can log in.

Request Password

Enter your login User ID OR email address and click "Submit" below. We will send you an email immediately with add- Enter your login User ID OR email address and click "Submit" below. We will send you an email immediately with additional instructions on how to set a new password.

User ID or Email

[Return to Login](#)

Still having trouble?

[Start Account Recovery](#)

Step 5

- You will get this screen to enter your Confirmation Code that is being sent to your primary email address we have on file or if you click the link in the email that is sent, it skips this process.

Reset Password Confirmation

A confirmation code has been emailed to you. Please confirm access to your email account in order to set a new password.

If you do not receive an e-mail within a few minutes, please check your spam filters or Junk e-mail folders. Please add the e-mail address: BELS-uat@learningbuilder.net to your "Safe Senders" list to ensure you are able to receive e-mails from the system.

Confirmation Code:

[Cancel](#) [Continue](#)

Step 6

- You should have received this email. Click the link to set your password. **That is the easiest way.** You could click the link under manual and enter the confirmation code.

BELS: New Password Request

 BELS@learningbuilder.net
To: [redacted]

[Reply](#) [Reply All](#) [Forward](#) Tue 8/10/2021 9:5

-CC:
-BCC:

-- Original Message:



Dear [redacted],

We received your request for a new password. Simply click the [link](https://bels.learningbuilder.com/Public/Password/CreateNew?MemberId=152&code=FMHZWYGFTHMKV) below to enter a new password: 

<https://bels.learningbuilder.com/Public/Password/CreateNew?MemberId=152&code=FMHZWYGFTHMKV>

If you prefer, you may navigate to this page manually.

- Go to <https://bels.learningbuilder.com/Public/Password/ConfirmReset?MemberId=152>
- Enter Confirmation Code: FMHZWYGFTHMKV

If you received this email in error, please disregard it.

Thank you,

Alabama Board of Licensure for Professional Engineers and Land Surveyors

<https://bels.alabama.gov>

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Step 7

- Enter New Password, Confirm New Password and Hit Save

Enter New Password

Please enter and confirm your new password below. It must contain at least 6 characters. You will be required to login after resetting your password.

New Password

Confirm New Password

[Cancel](#) [Save](#)

Step 8

- You should now be able to log into your My BELS account

The screenshot shows the Alabama Board of Professional Engineers and Land Surveyors Licensing Portal. The page has a blue header with the BELS logo and navigation links for "License Search" and "File a Complaint". The main content area is divided into two columns. The left column contains sections for "Individual Applicants" and "Companies", each with a list of actions and a "Register as a new Applicant" or "Register a new Company" button. The right column features a "Login" form with fields for "User ID or Email" and "Password", a "Remember me" checkbox, and a "Login" button. A red bracket highlights the "User ID or Email" and "Password" fields. Below the login form, there is a red warning message: "PLEASE DO NOT CREATE A NEW ACCOUNT IF YOU ARE ALREADY LICENSED OR HAVE STARTED AN APPLICATION. Instead request a password to the new site by clicking here."

Step 1 (Reset Email Address)

- **You will need to reset your email address if you cannot get into your My BELS account due to one of the following reasons –**
 - No email is on file
 - Could not find user for email address
 - You no longer have access to the email account
- **Click Start Account Recovery (this process will send you a password reset so you can get into your account)**

When requesting a password using this page, you need to know one of the following:

- The email address you used on your application, or
- Your License Number, which is also your User ID. **You must use your license type in front of your license/certification number.** (Ex. PE12345, PLS12345, EI12345, LSI12345, ECA12345, LSCA12345)

You will be sent instructions to reset your password at the email address we have on file.

If any of the following apply to you, **click Start Account Recovery below**. You will need to enter your date of birth and social security number and the email you want the password reset to go to.

- You got the error **"No email is on file. Please contact support to reset your password."**
- You got the error **"Could not find a user for email address"** and you were also unsuccessful using your license number (Ex. PE12345, PLS12345, EI12345, LSI12345, ECA12345, LSCA12345)
- You no longer have access to the email account we have on file

If you do not enter the correct date of birth or social security number in 3 attempts, your file will be **locked** and you will need to [contact us](#) and provide the name used when completing the application and your date of birth and we will update the email address on your account so you can log in.

Request Password

Enter your login User ID OR email address and click "Submit" below. We will send you an email immediately with additional instructions on how to set a new password.

User ID or Email

[Return to Login](#)

Still having trouble?

Step 2

- Enter your Social Security number, Date of Birth and check the I'm not a robot box **(if you enter the wrong information 3 times, your account will be locked and you will need to contact the Board office)**

To recover access to your account, please confirm the information listed below.

If your information is valid, you will be required to change your email address upon logging in.

Account Recovery

Social Security Number:*

Date of Birth:*

I'm not a robot  reCAPTCHA
Privacy - Terms

[Return to Login](#)

Step 3

- Enter the new email address you want the password reset to go to and click Submit. **This email will also become the primary email address in your My BELS account.**

Please enter a new primary email address for your account. You will use this new address to log in.

Account Recovery

New Email*:

Confirm New Email*:

[Return to Login](#)

Page 8 How to Set/Reset BELS Account Password or Reset Email Address

- You'll receive an email letting you know that someone tried to get into your account.

----- Forwarded message -----
From: <info@bels.alabama.gov>
Date: Tue, Apr 25, 2023 at 12:42 PM
Subject: Account Recovery Notification
To: [REDACTED]
[REDACTED], Your account was accessed using a combination of private information in lieu of a password. If this was not you, please [contact us](#) for a security review of your account and reference Member Id [REDACTED]

Step 4

- You should have received this email. Click the link to set your password. **That is the easiest way.** You could click the link under manual and enter the confirmation code.

BELS: New Password Request

 BELS@learningbuilder.net
To: [REDACTED]

[Reply](#) [Reply All](#) [Forward](#)
Tue 8/10/2021 9:3

-CC:
-BCC:

-- Original Message:



Dear [REDACTED],

We received your request for a new password. Simply click the [link](#) below to enter a new password: <https://bels.learningbuilder.com/Public/Password/CreateNew?MemberId=152&code=FMHZWYGFTMKV>

If you prefer, you may navigate to this page manually.

- Go to <https://bels.learningbuilder.com/Public/Password/ConfirmReset?MemberId=152>
- Enter Confirmation Code: FMHZWYGFTMKV

If you received this email in error, please disregard it.

Thank you,

Alabama Board of Licensure for Professional Engineers and Land Surveyors

<https://bels.alabama.gov>

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Step 5

- Enter New Password or you can reuse the password if you know what it was, Confirm New Password and Hit Save

Enter New Password

Please enter and confirm your new password below. It must contain at least 6 characters. You will be required to login after resetting your password.

New Password

Confirm New Password

[Cancel](#) [Save](#)

Step 6

- You should now be able to log into your My BELS account

The screenshot displays the Alabama Board of Professional Engineers and Land Surveyors Licensing Portal. The page features a navigation bar with "License Search" and "File a Complaint" options. The main content area is divided into sections for "Individual Applicants" and "Companies", each with a list of actions and a "Register as a new" button. On the right side, there is a "Login" form with fields for "User ID or Email" and "Password", a "Remember me" checkbox, and a "Login" button. A red bracket highlights the "User ID or Email" and "Password" fields. Below the login form, a red text box contains the following message: "PLEASE DO NOT CREATE A NEW ACCOUNT IF YOU ARE ALREADY LICENSED OR HAVE STARTED AN APPLICATION. Instead request a password to the new site by clicking [here](#)."