

# 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 Login



The image shows a screenshot of the BELS website homepage. At the top left is the BELS logo with the text "ALABAMA BOARD FOR ENGINEERS AND SURVEYORS". To the right of the logo is a navigation menu with links: HOME, PUBLIC RECORDS REQUESTS, 2025 LAW & CODE, PUBLICATIONS, CURRENT NEWSLETTER, and ABOUT US. Below the navigation menu is a grid of 16 blue buttons with white text and icons. A red arrow points from the text "Board Meeting October 7, 2025" to the "My BELS LOGIN" button. The buttons in the grid are: CALENDAR, STAFF, APPLICATIONS, COMPLAINTS, NEWSLETTER, REINSTATEMENTS, My BELS LOGIN, LICENSE SEARCH, WEBINAR, FAQs, HOW TO, and RESOURCES. Below the grid is a section titled "BOARD MEETING INFORMATION" with three icons and text: a calendar icon for "BOARD MEETING MINUTES", a computer monitor icon for "LIVE BOARD MEETING JULY 16, 2025", and a book icon for "BOARD MEETING AGENDA JULY 16, 2025".

## Step 2

- 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**)

### Alabama Board of Professional Engineers and Land Surveyors Licensing Portal

License Search

Certificate of Authorization Search

File a Complaint

#### Individual Applicants

[Register as a new Applicant](#)

To Submit an application to become a Professional Engineer, Engineer Intern, Professional Land Surveyor or Land Surveyor Intern

Go to login and put in your User ID to:

- Renew an existing PE or PLS License
- Check on the status of an application
- Update personal information

#### Companies

[Register a new Company](#)

To Submit an application for a Certificate of Authorization

Go to login and put in your User ID to:

- Renew an existing Certificate of Authorization
- Amend an existing Certificate of Authorization
- Update Contact information

#### Login

License Type and Number works best as your User ID.

Enter your license type in front of your license or CA number and your Password to log in. Example below:

- PE12345 or PLS12345
- EI12345 or LSI12345
- ECA12345 or LSCA12345

User ID or Email

Password

[Forgot your password?](#)

Remember me

[Login](#)

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 3 (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 User ID or Email 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 4

- 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 5

- 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>

Confidential Notice: This email, including attachments, may include confidential and/or proprietary information, and may be used only by the person or entity to which it is addressed. If the reader of this email is not the intended recipient or his or her authorized agent, the reader is hereby notified that any dissemination, distribution or copying of this email is prohibited. If you have received this email in error, please notify the sender by replying to this message and delete this email immediately.

## Step 6

- Enter New Password, Confirm New Password and Click 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 7

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

Alabama Board of Professional Engineers and Land Surveyors Licensing Portal

[License Search](#) [Certificate of Authorization Search](#) [File a Complaint](#)

### Individual Applicants

[Register as a new Applicant](#)

To Submit an application to become a Professional Engineer, Engineer Intern, Professional Land Surveyor or Land Surveyor Intern

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Go to login and put in your User ID to:

- Renew an existing PE or PLS License
- Check on the status of an application
- Update personal information

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### Companies

[Register a new Company](#)

To Submit an application for a Certificate of Authorization

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Go to login and put in your User ID to:

- Renew an existing Certificate of Authorization
- Amend an existing Certificate of Authorization
- Update Contact information

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### Login

License Type and Number works best as your User ID.

Enter your license type in front of your license or CA number and your Password to log in. Example below:

- PE12345 or PLS12345
- EI12345 or LSI12345
- ECA12345 or LSCA12345

User ID or Email

Password

Remember me

[Forgot your password?](#)

[Login](#)

**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](mailto: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 Click 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

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- ECA12345 or LSCA12345

User ID or Email

Password

[Forgot your password?](#)

Remember me

[Login](#)

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