# LiveText by Watermark – Username/Password Reset

*Hint:* Before resetting your information, be sure to check your spam/deleted folders for an email from LiveText that contains your username/password.

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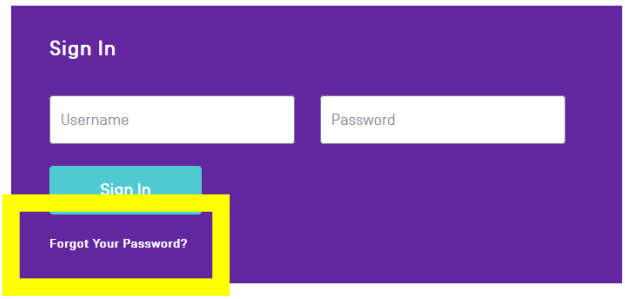
Thank you for participating in a Liberty University – School of Education practicum! We greatly appreciate your willingness to host our candidate(s). Below, please find the instructions for logging into your mentor account through LiveText by Watermark so you may assess the candidate's performance during his or her practicum. Thank you!

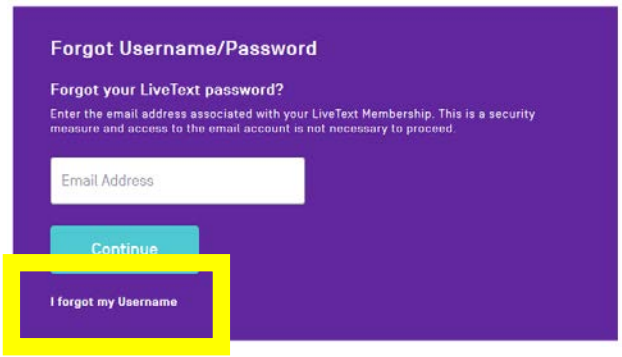
1. Go to www.livetext.com

2. In the upper right corner of your browser window, click the Login button.

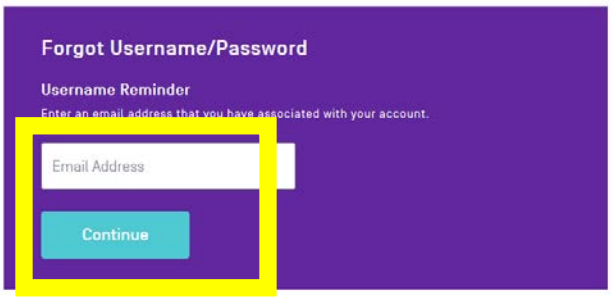
3. Click the "Forgot Your Password?" link.




4. If you are unable to recall both your username and password, click the "I forgot my Username" link.




5. Enter your email address (as provided to LU from the school for practicum purposes) and click "Continue."




6. Check your email account for an email from support@watermarkinsights.com with a subject line that begins with "LiveText Password Reset Code for." You may need to check your spam/deleted folders if you do not receive the email in your immediate inbox. Alternatively, you may need to add support@watermarkinsights.com to your address book to receive the email if your email provider is filtering the email from your account entirely.

7. Follow instructions in the email for resetting your username and/or password.