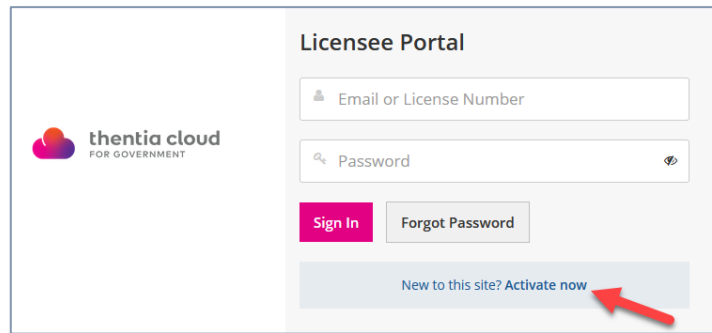# How to Activate an Existing Licensee Account

Welcome to Thentia Cloud! This guide provides step-by-step instructions on how to activate your Licensee Portal account if you are an existing licensee.
(New licensees who applied and were approved through Thentia Cloud, log in to the Licensee Portal using the same credentials as the Applicant Portal).
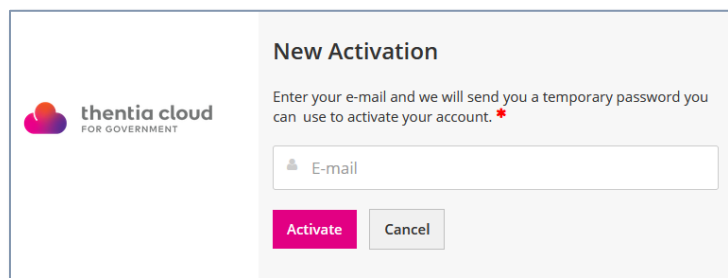
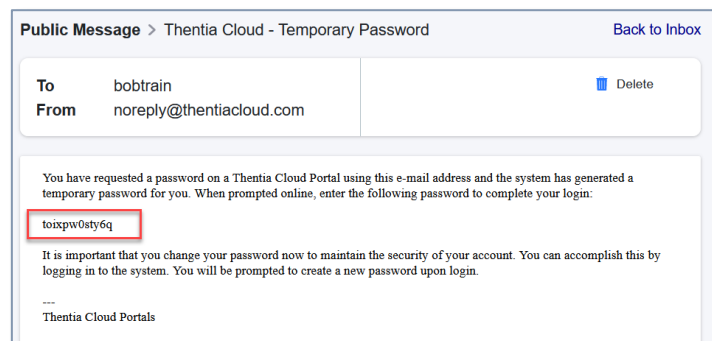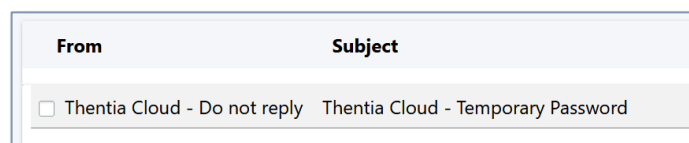|	
1. From the Licensee Portal login screen, select the **Activate Now** link.	**Licensee Portal** Email or License Number Password Sign In Forgot Password New to this site? **Activate now**
2. Enter the email address linked with your license information and select **Activate**. A temporary password is created and sent to your email. (i) The email provided will also be used as part of your sign in credentials.	**New Activation** Enter your e-mail and we will send you a temporary password you can use to activate your account. * E-mail Activate Cancel
3. Locate and open the *Thentia Cloud – Temporary Password* email and copy the temporary password. (i) If you do not see the account created email from Thentia Cloud in your inbox, be sure to also check your spam and junk folders for it.	**From** **Subject** ☐ Thentia Cloud - Do not reply Thentia Cloud - Temporary Password Public Message > Thentia Cloud - Temporary Password Back to Inbox To bobtrain From noreply@thentiacloud.com 🗑 Delete You have requested a password on a Thentia Cloud Portal using this e-mail address and the system has generated a temporary password for you. When prompted online, enter the following password to complete your login: toixpw0sty6q It is important that you change your password now to maintain the security of your account. You can accomplish this by logging in to the system. You will be prompted to create a new password upon login. --- Thentia Cloud Portals

4. Set your security questions and answers. You will be asked to answer a question as part of the two-stage authentication during login.

ⓘ Answers are case sensitive and must be entered the same way when prompted during login.

Two-Stage Authentication: Security Questions

To help protect the privacy of your account, please select three questions below and provide their corresponding answers.

Security question 1 *   Select...

Answer *

Security question 2 *   Select...

Answer *

Security question 3 *   Select...

Answer *

Submit

5. Set your permanent password and select **Submit**.

Password requirements are:
- At least 8 characters long
- At least one upper-case letter
- At least one lower-case letter
- At least one number
- At least one special character

Password Reset

To help protect the privacy of your account, please provide a new password and confirm it below. Your new password must be at least 8 characters, contain a minimum of one upper case letter, one number, and one special character. Your new password must not contain your first name, last name, address, city, province, country, postal code, birth date, or commonly used words like "password".

Password strength: Strong

New password * ●●●●●●●●●●●● 👁

Confirm password * ●●●●●●●●●●●● 👁

Submit

Upon successfully logging in, you can:
- renew your license
- view/pay fees and receipts
- Change email address, reset security questions or reset password in *Account Settings*