



How-To Guide:
**Changes for Both
New and Existing
User Log-Ins in the
HIGN Learning Center**

2026



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Contact Us **18**

If you have already created an account on the HIGN site in the past, there was a 2026 security update that requires that you reset your password.

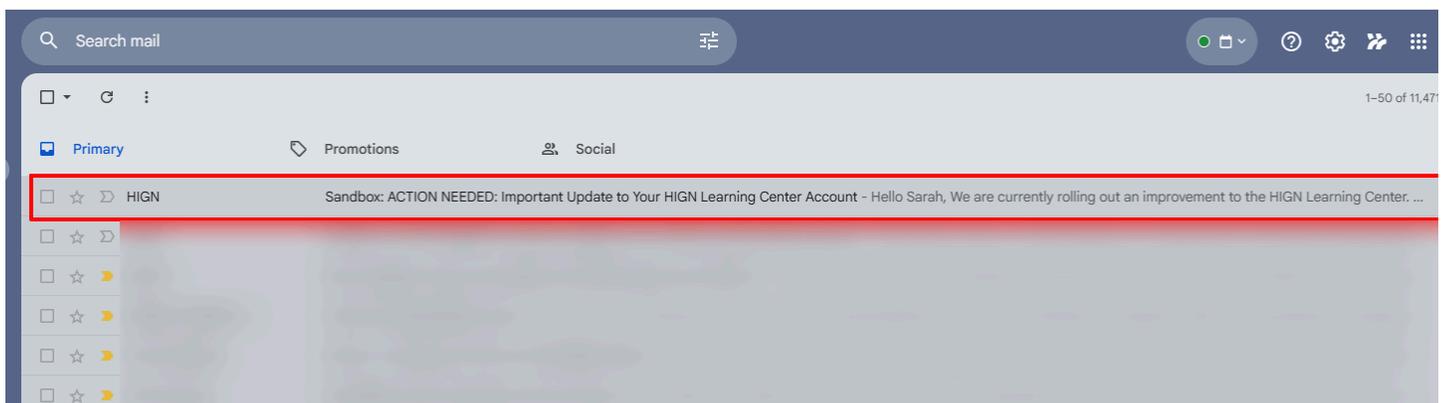
Existing Users (Using the Activation Email):

Step 1: Accessing Your Email

If you have previously made an account in the HIGN Learning Center, then you will need to reset your password after our security update that was completed on March 18th, 2026.

This is a one-time step that you need to complete in order to stay active in our Learning Center.

On March 18th, 2026, you will have been sent an email from HIGN with the subject line "ACTION NEEDED: Important Updates to Your HIGN Learning Center Account." This email will go to the email address that you originally created your Learning Center account with.



Existing Users (Using the Activation Email):

Step 2: Resetting Your Password

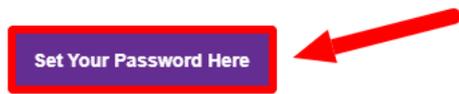
Once you have located the HIGN email, open it and read its contents. You will need to select the “Set Your Password Here” button to begin the process of resetting your password.



Hello Sarah,

We are currently rolling out an improvement to the HIGN Learning Center. This improvement will add new services and features, as well as better protect your privacy and personal information.

There is a one-time step that we need you to complete in order to stay active in our Learning Center. Please use the button below to reset your password.



Once your password is reset, you will be able to log into your account and remain active in our Learning Center. For future log in's you will now use our new, more secure [log in link](#).

Through your account in HIGN Learning Center, you are able to search, purchase and complete online courses and case studies from our extensive catalog. We offer a comprehensive and evidence-based list of geriatric online learning resources for current and future healthcare professionals, including students of nursing, medicine, and social work.

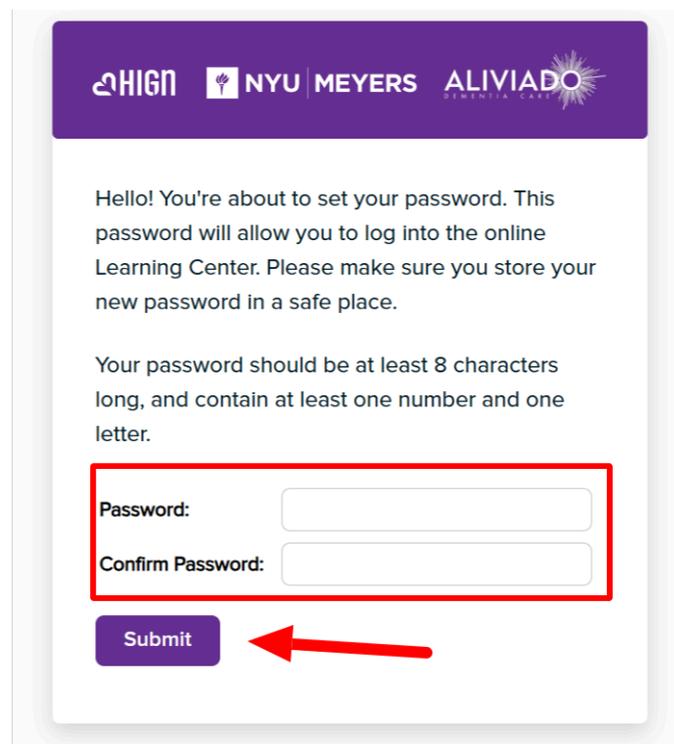
If you run into any issues while resetting your password and logging into your account, please reach out to us at nursing.hign@nyu.edu.

Existing Users (Using the Activation Email):

Step 3: Setting Your Password

Once you have selected the “Set Your Password Here” button, you will be directed to a webpage that will allow you to set a new password. We encourage you to make your new password at least 8 characters long, and have it contain at least one number and one letter.

Once you have typed in your new password and confirmed your password, you will select the “Submit” button to proceed.



HIGH **NYU MEYERS** **ALVIADO**
ESSENTIAL CARE

Hello! You're about to set your password. This password will allow you to log into the online Learning Center. Please make sure you store your new password in a safe place.

Your password should be at least 8 characters long, and contain at least one number and one letter.

Password:

Confirm Password:

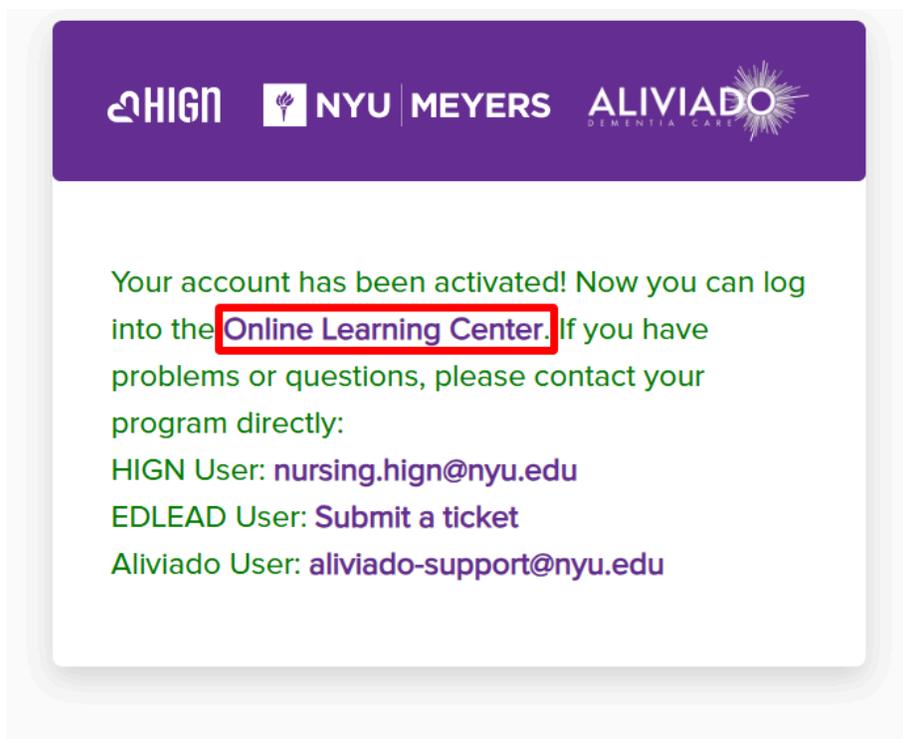
Submit ←

Existing Users (Using the Activation Email):

Step 4: Accessing the Learning Center

Now that your account is activated, you will need to select the “Online Learning Center” text to finalize your account information.

If you do not select the “Online Learning Center” text, you will be prompted to fill out additional information the next time you log-in to the Learning Center.



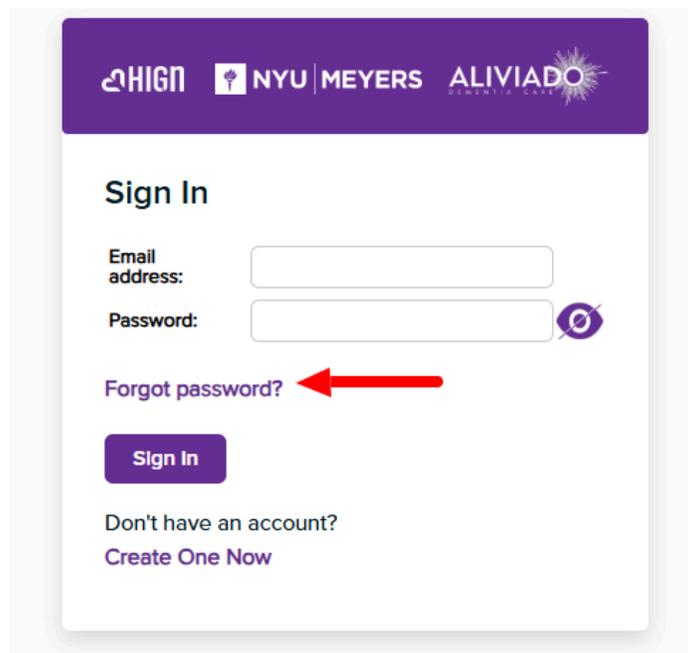
Existing Users (Not Using the Activation Email):

Step 1: Forgot Password

If you have previously made an account in the HIGN Learning Center, then you will need to reset your password after our security update that was completed on March 18th, 2026.

This is a one-time step that you need to complete in order to stay active in our Learning Center.

To reset your password you will need to go to [this link](#) and select the “Forgot Password” text.



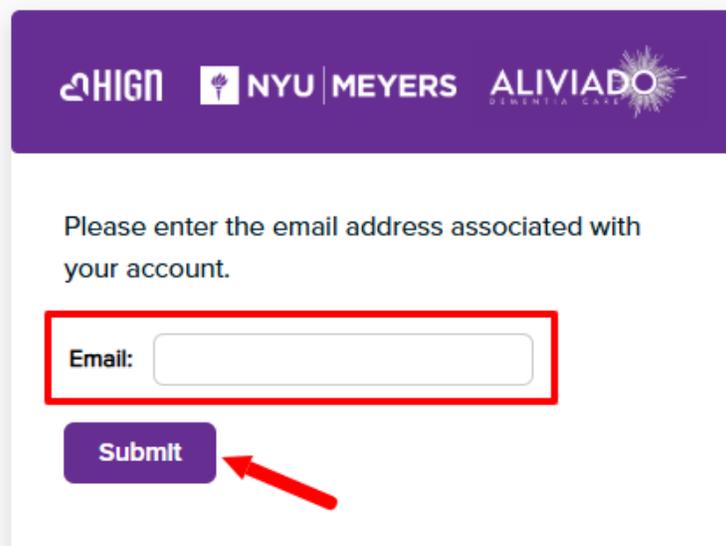
The screenshot shows the login interface for the HIGN Learning Center. At the top, there is a purple navigation bar containing the logos for HIGN, NYU MEYERS, and ALIVIADO. Below this bar, the heading "Sign In" is displayed. Underneath the heading are two input fields: "Email address:" and "Password:". A red arrow points to the "Forgot password?" link located below the password field. Below the input fields is a purple "Sign In" button. At the bottom of the sign-in section, there is a link that says "Don't have an account? Create One Now".

Existing Users (Not Using the Activation Email):

Step 2: Enter Email

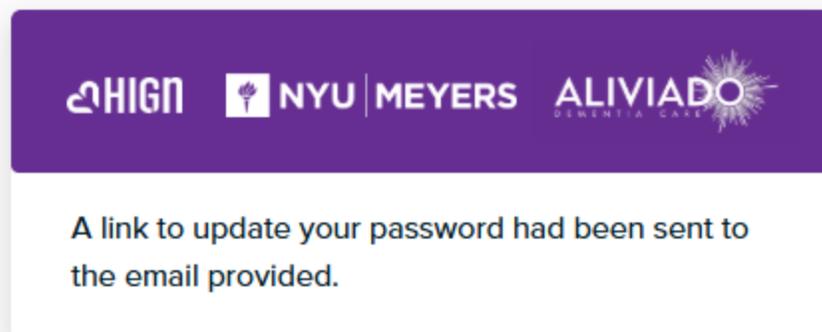
After you selected “Forgot Password?” you will be brought to this screen.

Here, you will need to enter your email and then select the “Submit” button. Once this page is submitted you will see Image 1 (below).



The screenshot shows a purple header with logos for HIGN, NYU | MEYERS, and ALIVIADO DEMENTIA CARE. Below the header, the text reads: "Please enter the email address associated with your account." There is an "Email:" label followed by a white text input field. Below the input field is a purple "Submit" button. A red arrow points to the "Submit" button.

Image 1:



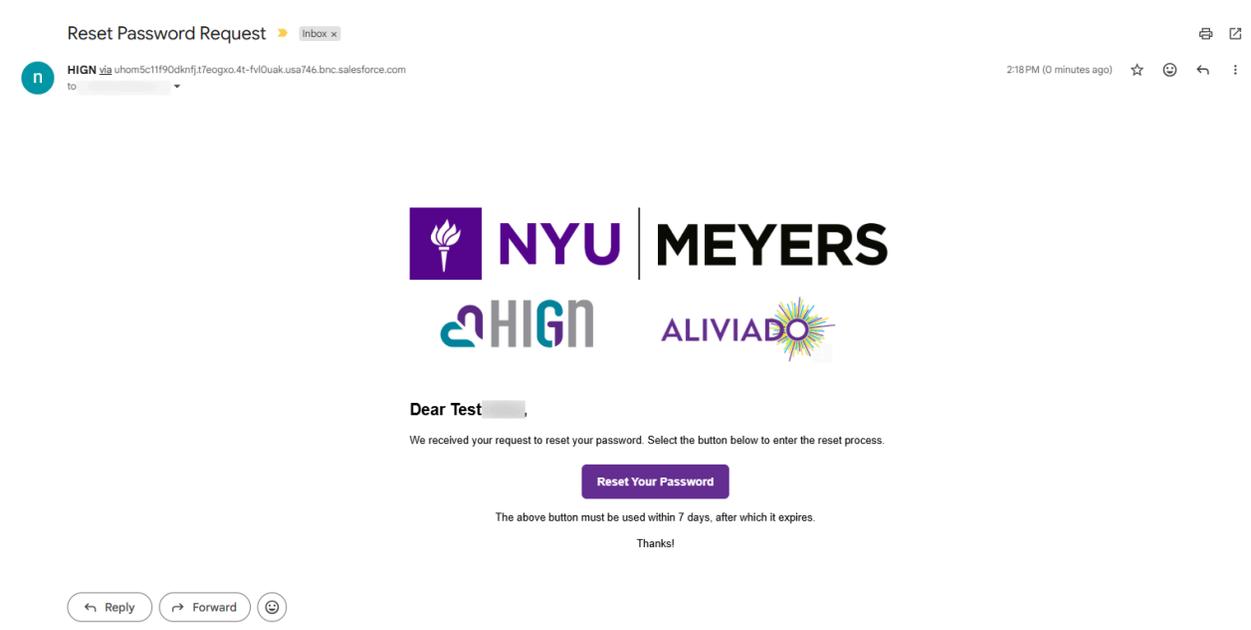
The screenshot shows the same purple header with logos. Below the header, the text reads: "A link to update your password had been sent to the email provided."

Existing Users (Not Using the Activation Email):

Step 3: Locate the Reset Password Email

If you entered the correct email paired with your HIGN account you should be able to find an email in your inbox from HIGN with the subject line “Reset Password Request”.

You will now have to select the “Reset Your Password” button to continue.

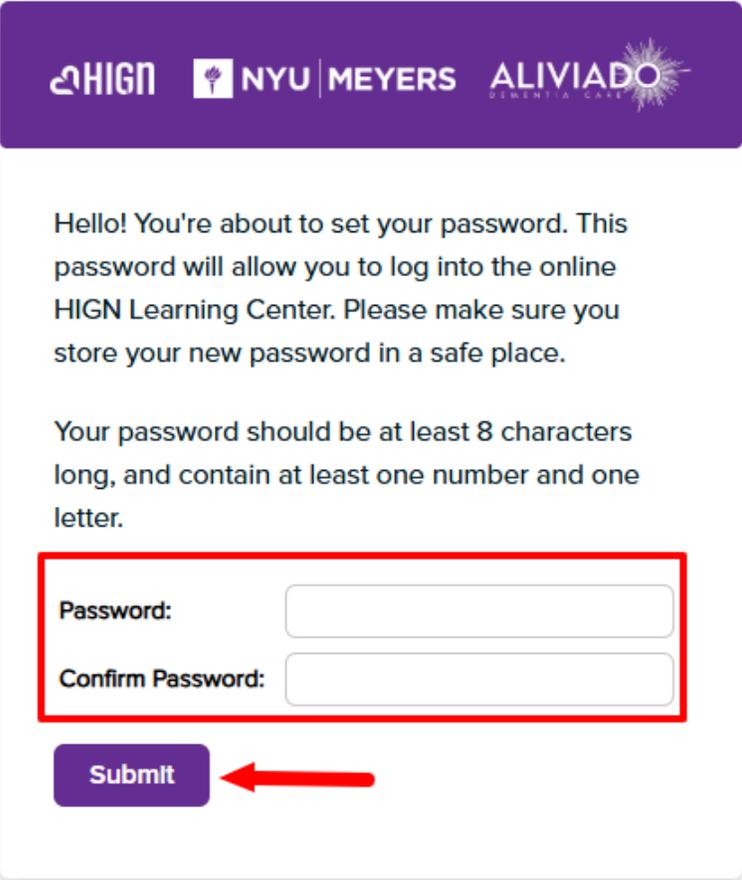


Existing Users (Not Using the Activation Email):

Step 4: Setting Your Password

Once you have selected the “Reset Your Password” button, you will be directed to a webpage that will allow you to set a new password. We encourage you to make your new password at least 8 characters long, and have it contain at least one number and one letter.

Once you have typed in your new password and confirmed your password, you will select the “Submit” button to proceed.



The screenshot shows a password reset form with a purple header containing the logos for HIGN, NYU MEYERS, and ALIVIADO. The main content area is white and contains the following text:

Hello! You're about to set your password. This password will allow you to log into the online HIGN Learning Center. Please make sure you store your new password in a safe place.

Your password should be at least 8 characters long, and contain at least one number and one letter.

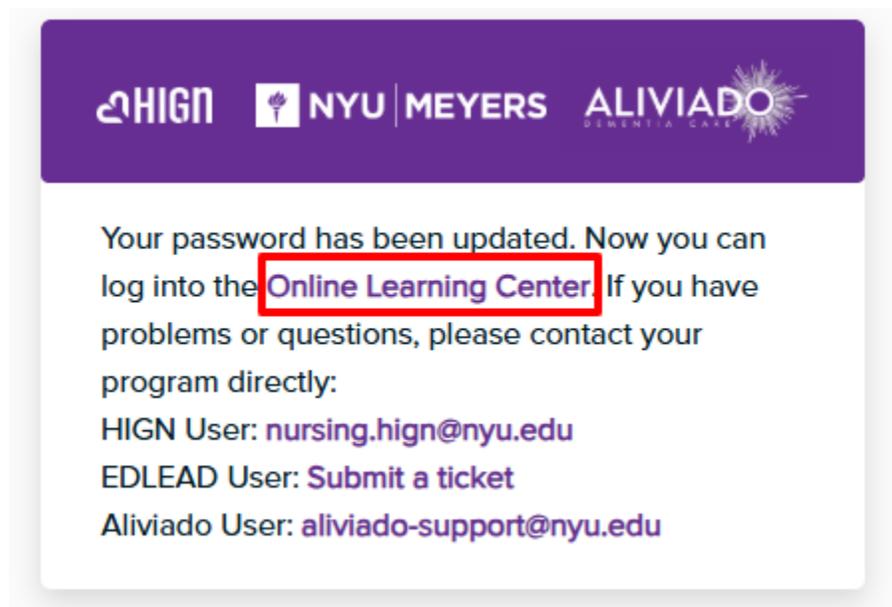
Below the text are two input fields: "Password:" and "Confirm Password:". A red rectangular box highlights these two fields. Below the input fields is a purple "Submit" button, with a red arrow pointing to it from the right.

Existing Users (Not Using the Activation Email):

Step 5: Accessing the Learning Center

Now that your account is activated and your new password is set, you will need to select the “Online Learning Center” text to finalize your account information.

If you do not select the “Online Learning Center” text, you will be prompted to fill out additional information the next time you log-in to the Learning Center.



Existing Users:

Step 5 (For Those Who Used the Activation Email) **OR**

Step 6 (For Those Who Did Not Use the Activation Email):

Finalizing Account Information

(All Returning LMS Users Partake In These Next 2 Steps)

When you select the "Online Learning Center" text or log-in for the first time since re-setting your password, you will be asked to enter some professional and additional information to finalize your account. This includes inputting your employer or organization, your discipline and answering the question "How did you hear about us?".

Once you have inputted and selected all the required information, you will select the "Create Account" button to finalize your account.

Join the Learning Center

Personal Information

First Name

Last Name

Email Address

Professional Information

Employer

Discipline

Additional Information

How did you hear about us?

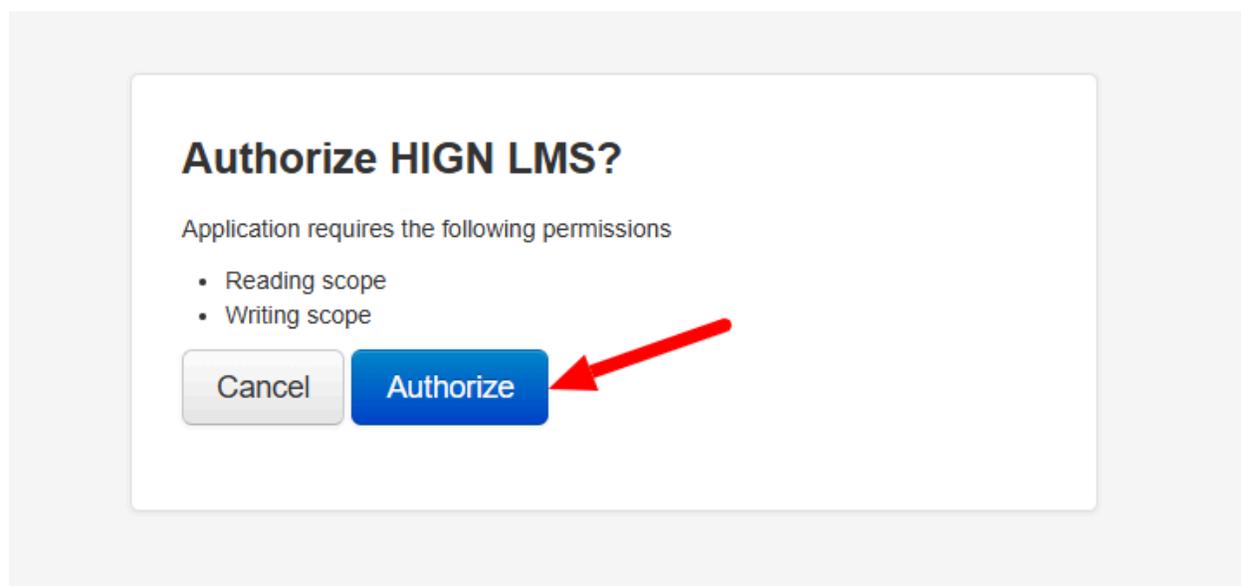
Existing Users:

Step 6: Authorize the HIGN LMS

Now that you have finalized your account information, you will need to allow our HIGN Learning Center to run on your computer. You will be directed to a screen that will require you to authorize our system (HIGN LMS).

Here you will select the “Authorize” button to allow our LMS to run on your computer. This is the final security step required for creating your account.

Once you select the “Authorize” button, you will be brought to your Dashboard in the Learning Center.



Existing Users:

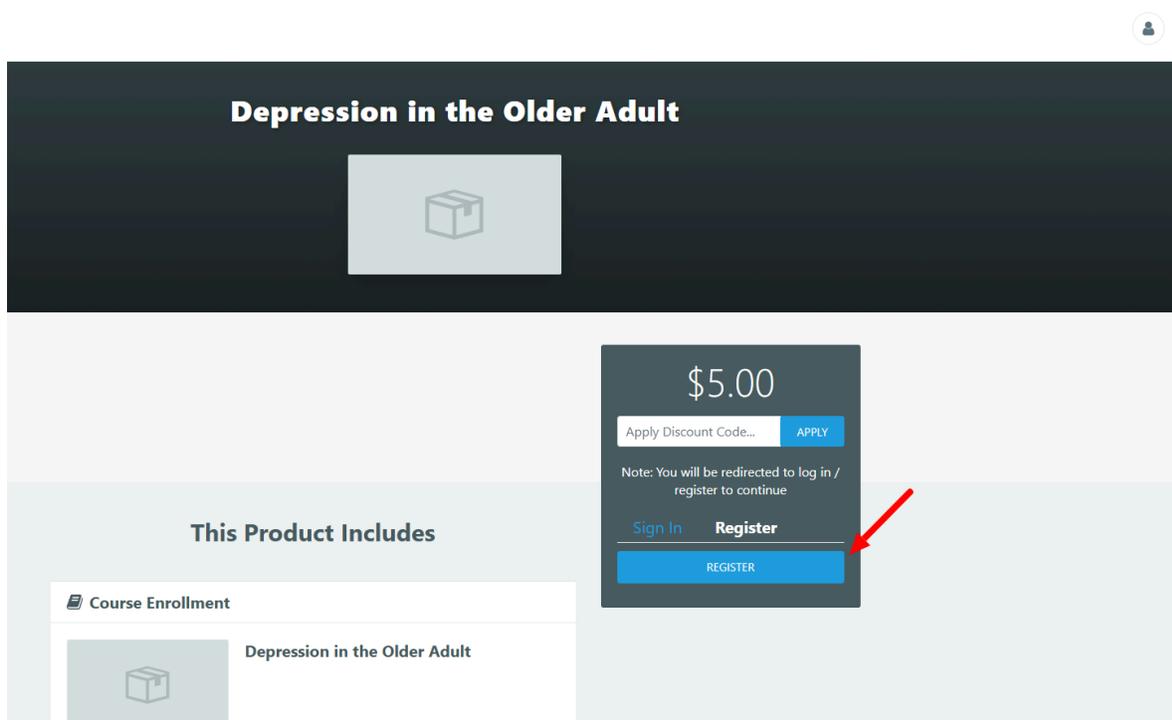
Step 7: Future Log-Ins

Please use and bookmark this link for future log-ins and access to our sign-in page: <https://learningcenter.hign.org/accounts/login/>

New Users:

Step 1: Creating an Account

When creating a HIGN Learning Center account you will likely be purchasing or enrolling in a course with us. Once you select the “Enroll” or “Register” button on the course page of the course that you want to access you will be brought to the “Create Your Account” Page.

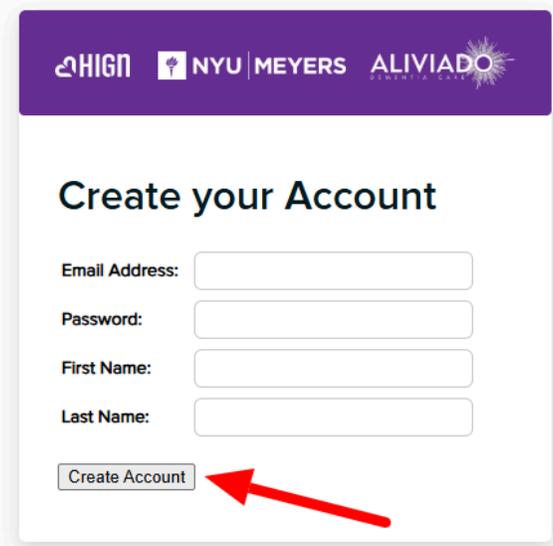


New Users:

Step 2: Create Your Account pt.1

To create your account, you will need to fill in the following information: your email address, password, first name, and last name.

Once you have entered all this required information, you will then select the “Create Account” button.



The image shows a screenshot of a web form titled "Create your Account". At the top, there is a purple header bar with the logos for "HIGN", "NYU | MEYERS", and "ALIVIADO". Below the header, the form contains four input fields: "Email Address:", "Password:", "First Name:", and "Last Name:". At the bottom of the form is a button labeled "Create Account". A red arrow points to this button from the right side.

New Users:

Step 3: Create Your Account pt.2

Once you have entered the initial required personal information, you will be directed to another screen to continue creating your account. You will now fill out the required information in the professional and additional information sections.

When you have inputted and selected all the required information, you will select the “Create Account” button.

Join the Learning Center

Personal Information

First Name

Last Name

Email Address

Professional Information

Employer

Discipline

Additional Information

How did you hear about us?

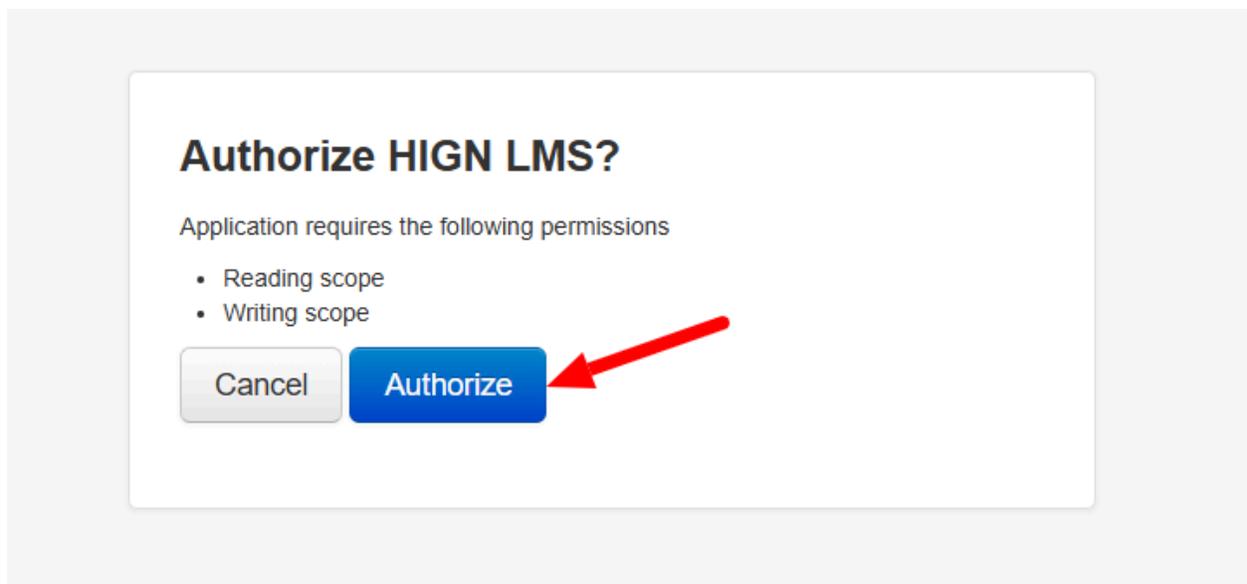
Create Account

New Users:

Step 4: Authorize the HIGN LMS

Now that you have created your account, you will need to allow our HIGN Learning Center to run on your computer. You will be directed to a screen that will require you to authorize our system (HIGN LMS).

Here you will select the “Authorize” button to allow our LMS to run on your computer. This is the final security step required for creating your account.



New Users:

Step 5: Account Created!

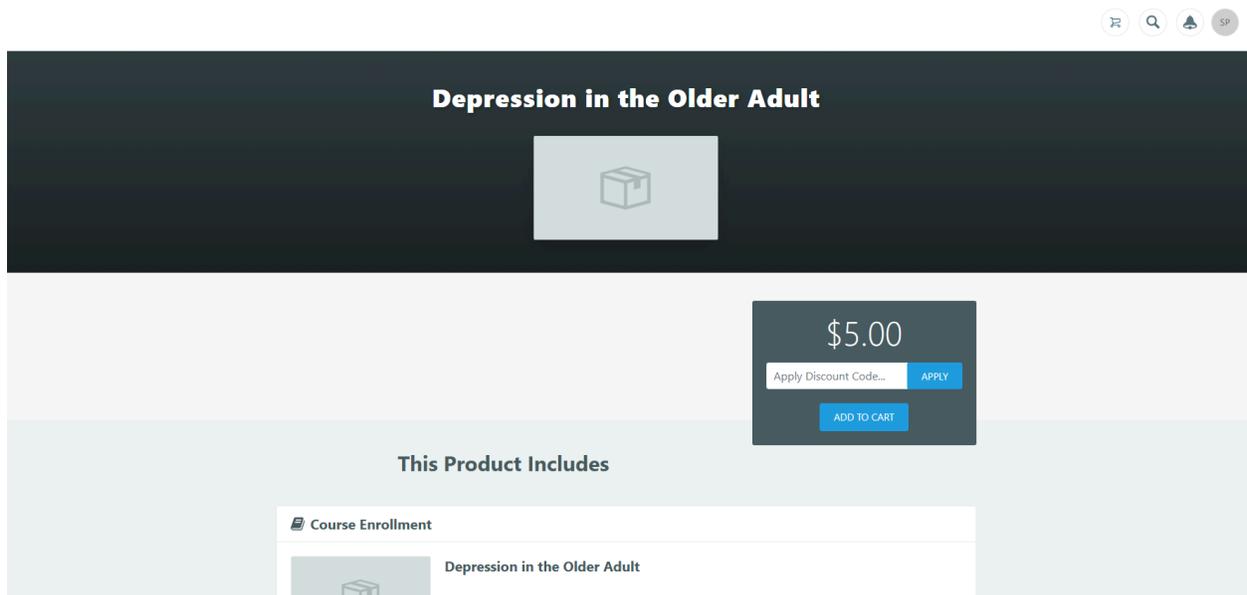
Once your account has been created and you have authorized the HIGN LMS, you will be brought back to the product you were originally on (example 1). Here **you will need to re-enter a promo/discount code** if you are using one and complete your purchase or enrollment.

Once you complete your purchase by either completing payment for a course or purchasing a free course and selecting the “Enroll” button, your course will appear in the enrollments and dashboard sections of your account.

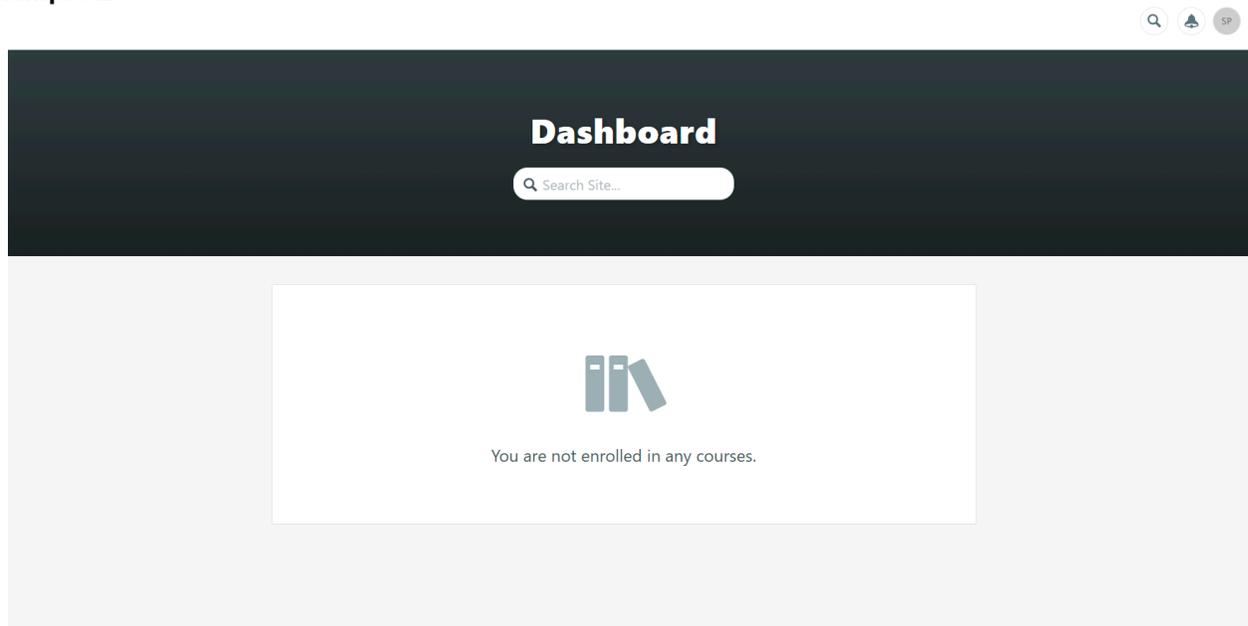
If your account creation journey did not begin on a product page you will be brought to your Dashboard (example 2).

Please view each example below.

Example 1:



Example 2:



Step 6: Future Log-Ins

Please use and bookmark this link for future log-ins and access to our sign-in page: <https://learningcenter.hign.org/accounts/login/>

Contact Us

For any additional questions or support, please email nursing.hign@nyu.edu.