



What is the "change password" email I received from Support?

Tags: **ACC**

We love that you're up on security and checking your emails. We stay up on security as well, which is why we alert individuals whose account may be at risk. If you receive an email asking you to change your password, don't panic. As long as the message is coming from [Pluralsight Support \(opens email form\)](#), it is a legitimate message for your protection.



Security warning for your account

A Cloud Guru has detected that the credentials you are using have been compromised on another website.

Your account is at risk because you were using the same credentials in both places. **Please change your password to protect your account.**

[Change your password](#)

Learn more: If you would like to learn more about this alert, please read our [help article](#).

About Breached Password Detection: A Cloud Guru uses a third-party service to detect breach credentials from other websites. This service checks against a database of previously discovered credentials breaches from hundreds of companies. You can read more about this service [here](#).

Stay calm; your A Cloud Guru account is fine

Receiving an email asking you to change your password email does not mean that your A Cloud Guru account is compromised. It does mean that the login information you used on our site was also used on another site that may have been compromised. We work to keep your password and account secure by alerting you as soon as we become aware of potential issues.

Change your password

You can change your password through the email or directly on our site by following the steps in [How do I update or request a new password?](#) Remember to make the new password a strong one and try to reduce reusing passwords multiple times from other sites.

There are steps to reduce issues in the future

Our 3rd party detection service, Auth0, has some wonderful [tips and tricks on how to reduce issues \(external site, opens in new tab\)](#).

Thank you again for your due diligence, Guru! Verifying emails helps keep your accounts secure. Keep being awesome!

If you need help, please email [Pluralsight Support \(opens email form\)](#) for 24/7 assistance.
