

HOW TO RETRIEVE AND RESET PASSWORD

If you created a password hint, Web Advisor will retrieve the hint which may help you remember your password:

1. On the Web Advisor main page **click on What's My Password** icon.
2. On the What's My Password page **click on Show My Password Hint"**
3. Enter your User ID and click SUBMIT
NOTE: If you cannot remember your USER ID, please refer to the instructions on HOW TO Determine Your User ID
4. Web Advisor will display the hint you created. If you then remember your password, then you can continue the log in process by **clicking ok**.
5. If you still do not remember you password, then return to the main menu and **click on What's My Password** icon
6. Click on Reset My Password icon
7. Enter your **last name** and either your **social security number OR your 7-digit student identification number** (located on the back of your student identification card). Click on SUBMIT.
8. Select the email address to which you would like to have your temporary password sent and click SUBMIT.
7. Your temporary password will be sent to the e-mail address you provided. Retrieve your e-mail and log in with the temporary password. When you log in you will be required to change your password. You may also set a password hint at that time to help you remember your password in the future.