

How to Retrieve and Reset Password

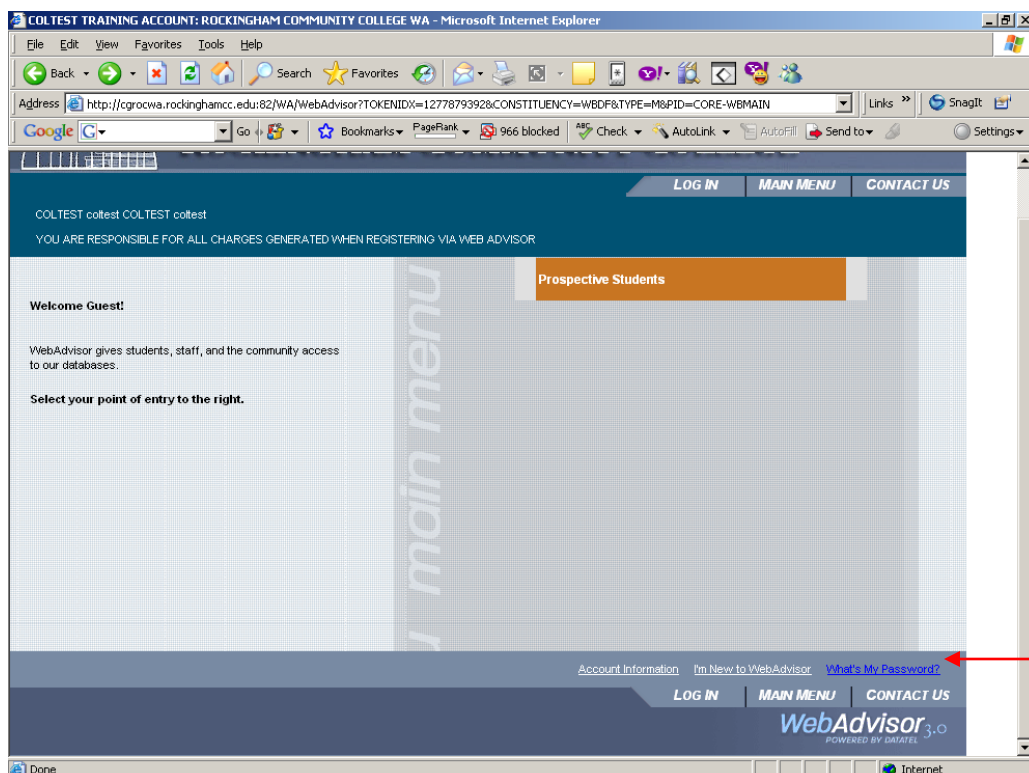
In the event you forget your password, there are a couple of options available to you:

- ✓ If you created a password hint, WebAdvisor will retrieve the hint which may help you remember your password.
- ✓ If you did not create a password hint, then WebAdvisor can reset your password to a temporary password.

The following instructions guide you through the process of retrieving your WebAdvisor password and resetting your WebAdvisor password.

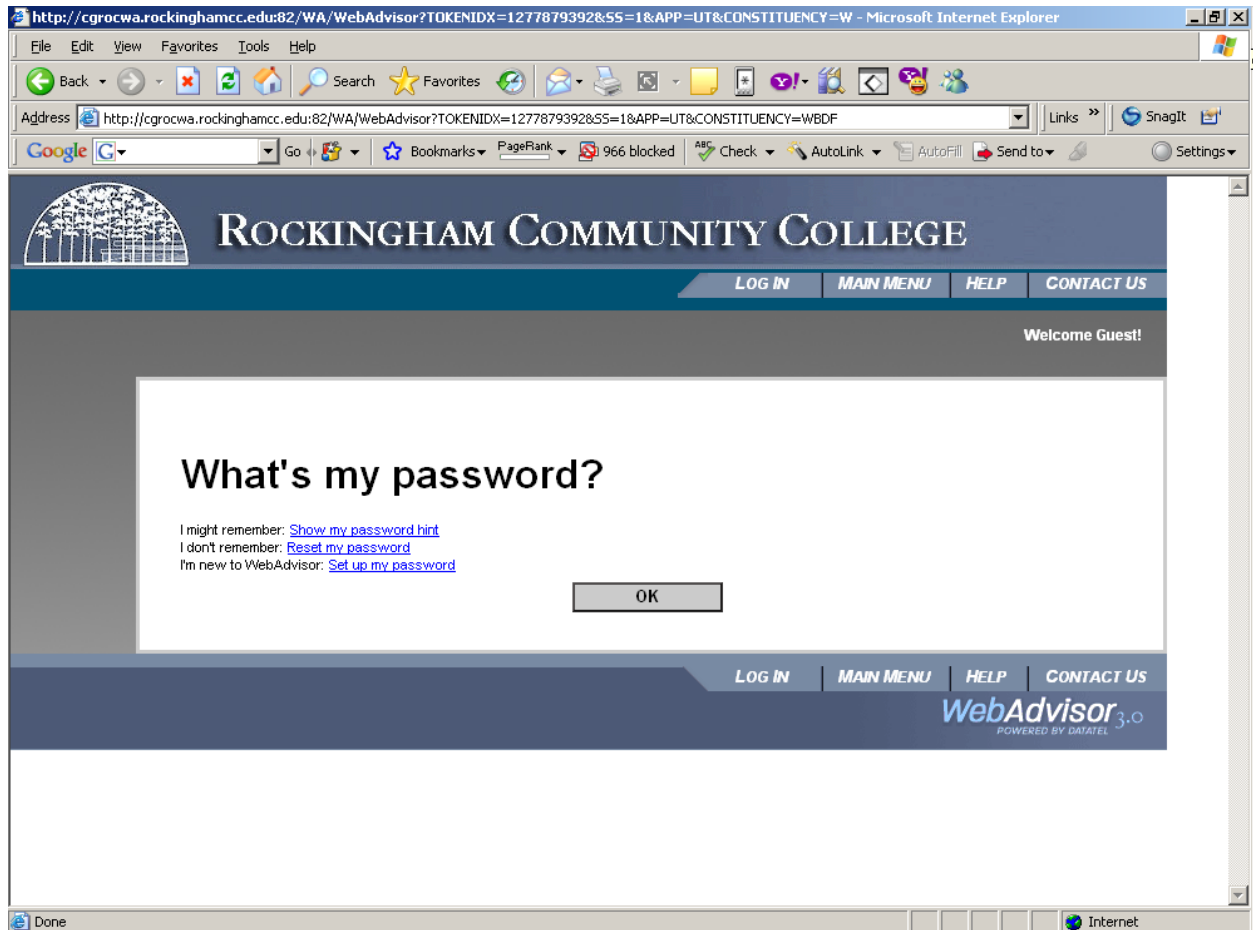
Retrieve Password Hint

1. Click on **“What’s My Password?”** at the bottom right of the WebAdvisor main page.
2. On the **“What’s My Password?”** Page, click on **“Show my password hint”**. When you click **“OK”**, you will be prompted to provide your User ID.
3. Enter your User ID and click **SUBMIT**
4. WebAdvisor will display the hint you created. If the hint helped you remember your password, then you can resume the login process by clicking **OK**. If not, return to the Main Menu and click on **“What’s My Password?”** and follow the instructions below to reset your password.



Reset Your Password

1. Click on **“What’s My Password”** in the bottom right of the main WebAdvisor page.
2. Click on **“Reset my Password”** and click **“OK”**.
3. After clicking **“OK”**, WebAdvisor will prompt you to enter your last name and either your social security number or your 7-digit Student ID number. Click **SUBMIT**.



4. Select the email address to which you would like your temporary password sent and click **Submit**.
5. Your temporary password will be sent to the email address you provided. Retrieve your email and log in with the temporary password. You will be prompted to change your password and given the opportunity to create a password hint.