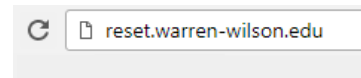


Password Reset Portal Guide

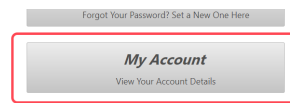
Creating Your Account

In the internet browser of your choice (Chrome and FireFox recommended), navigate to the following URL:

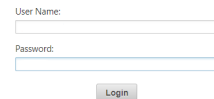
reset.warren-wilson.edu



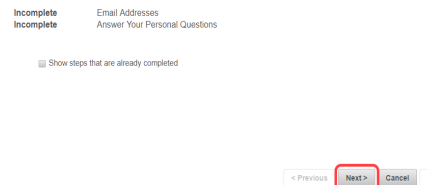
You should see the splash page for the account self-management portal. Select the large, gray **My Account** button.



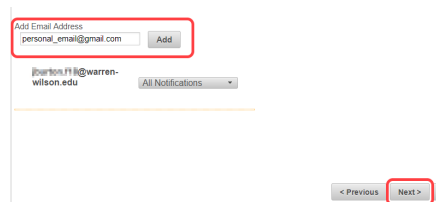
Enter your Warren Wilson username in the **User Name** field and your password in the **Password** field. (If you're a new student or employee, then they should match the credentials you recently received.) Select **Login**.



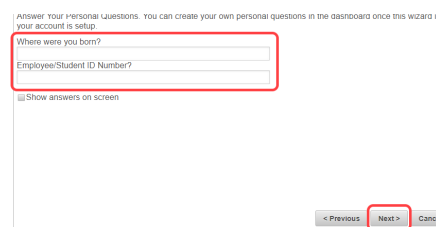
You will see the User Setup screen. You must complete these two tasks to secure your new account. There is nothing to do on this page, so select **Next** when ready.



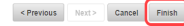
The next page shows your Warren Wilson email and requests a secondary email to use as a backup. Enter your desired secondary/personal email in the **Add Email Address** field then select **Add**. Adjust notifications as desired, but leaving the default values is recommended. Select **Next** when ready.



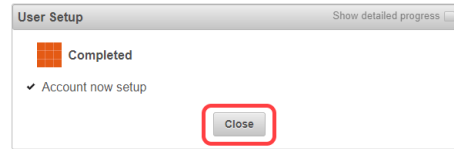
The next page asks you to configure security questions for your account. These will be used if you need to reset your password. Answer the questions accordingly and be sure to document your answers somewhere securely for future reference. Select **Next** when ready.



The next page confirms your changes. Select **Finish** when ready.

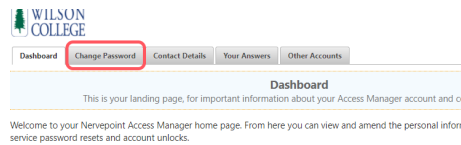


The user setup process will run. Once it completes, you will see the message, “Account now setup.” Select **Close**.

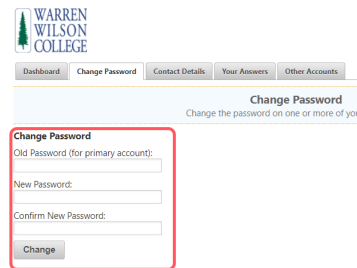


Resetting Your Password

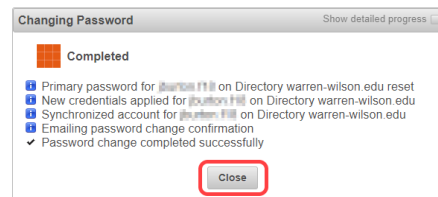
You will see the account dashboard. Select the **Change Password** tab.



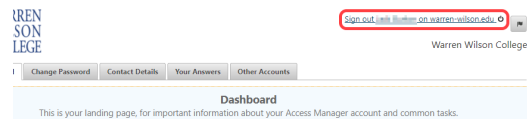
In this tab, enter your old or temporary password in the **Old Password** field. Enter your new desired password in the **New Password** field, then re-enter it in the **Confirm New Password** field. Be sure to note this new password in a secure location for later. Select **Change** when ready.



The Changing Password process will run. You will see notifications on completion, including an email confirming the change sent to your linked mailboxes. Select **Close** when ready.



You have now completed setup for your Warren Wilson account! You may review the available tabs on your account dashboard or go ahead and **sign out**.



If you run into any issues, be sure to contact Warren Wilson ITS at 828-771-3094 or helpdesk@warren-wilson.edu.