

Instructions to Reset/Change Student Password:

Go to www.westerntc.edu

Click on the *Current Students* link in upper right corner



Click on the *MyWestern Log-In Information* link on the right hand side



Under *Forgot/Change My Password*, click on the *Forgot Your Password* link

Forgot/Change My Password

You can reset your password here [Forgot Your Password](#)

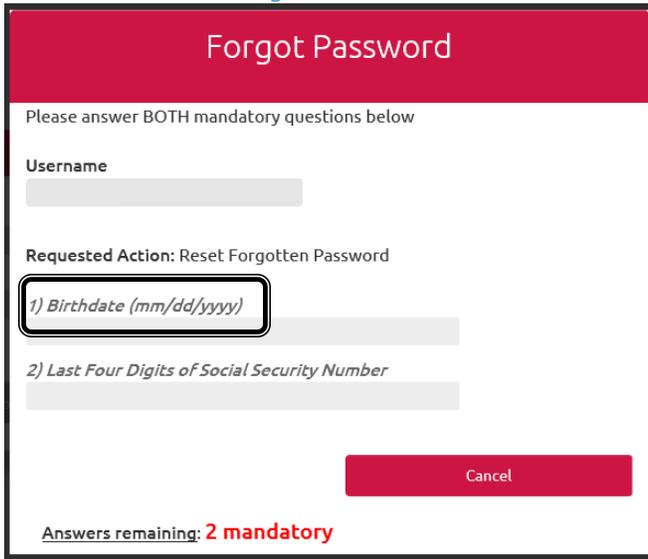
Click the *Forgot Password* Button

A white form with a red header that says "PLEASE CLICK FORGOT PASSWORD". Below the header are two input fields: "Username" and "Password". To the right of the input fields is the Western North Carolina State University Cavaliers logo. At the bottom left is a grey button labeled "PortalGuard Login". At the bottom right is a red button labeled "Forgot Password", which is highlighted with a red rounded rectangle.

Enter your *Username* (Students enter your student ID number) and then lick *Continue*

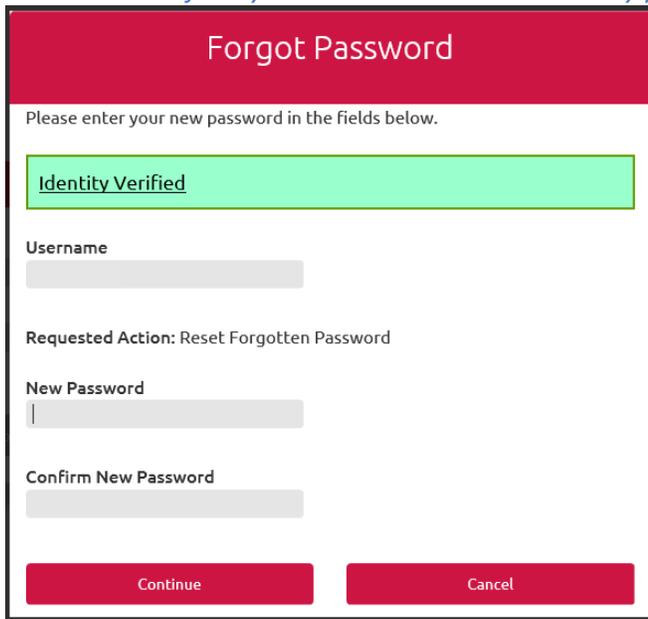
A white dialog box with a red header that says "Forgot Password". Below the header is a message: "Please enter your username and click the button below to view the options currently available to you." Below the message is an input field labeled "Username" with a small 'x' icon on the right. At the bottom are two red buttons: "Continue" (highlighted with a red rounded rectangle) and "Cancel".

Enter *Birthdate* and *Last 4 Digits of Social Security Number* and then click *Continue*
(The *Continue* button will appear after the data for both fields has been entered correctly.)
*** Make sure you enter your Birthdate exactly like the example indicates. Otherwise you will receive an error message ***



The screenshot shows a form titled "Forgot Password" with a red header. Below the header, it says "Please answer BOTH mandatory questions below". There are two input fields: "Username" and "Requested Action: Reset Forgotten Password". Below these are two numbered questions: "1) Birthdate (mm/dd/yyyy)" and "2) Last Four Digits of Social Security Number". The first question's input field is highlighted with a black border. At the bottom right is a red "Cancel" button. At the bottom left, it says "Answers remaining: 2 mandatory".

Enter the New Password and click *Continue*
***The password needs to be at least 8 characters in length, contain 1 upper case letter and 1 number. It is better if no symbols are used. Do not use any part of your first or last name. ***



The screenshot shows the same "Forgot Password" form. A green box at the top says "Identity Verified". Below it are the "Username" and "Requested Action: Reset Forgotten Password" fields. There are two new fields: "New Password" and "Confirm New Password". At the bottom are two red buttons: "Continue" and "Cancel".

Once the password has been successfully changed,
click *Click here to finish* link to go back to
www.westerntc.edu



The screenshot shows the "Forgot Password" form with a green box at the top that says "Password Reset Successfully". Below this box is a blue link that says "Click here to finish", which is highlighted with a black border.