I've forgotten my password, and the Password Hint isn't helping me remember--how can I reset my password?

To Reset Your WebAdvisor Password:

1. Go to the WebAdvisor Main Menu. Click on the “I do not know my WebAdvisor Password?” link.

2. Click on the “I don’t remember, reset my password” link.
3. Enter your last name (not user name), and then either your social security number or your Student ID number.

4. After you click the SUBMIT button you will be able to open a dropdown list of available e-mail addresses that your temporary password can be sent to. Choose one.
5. After you click the SUBMIT button you will be sent a temporary, one-time use password via e-mail. This takes between 1-2 minutes. If you do not see it in your Inbox, then check your spam and junk mail folders.

6. After you receive your temporary password, click “Log In” at the top or bottom of the WebAdvisor menu page.

7. Enter your user name (all lower case) and the password you just received via e-mail.
8. You will immediately be told that your password has expired—this is by design so that you set your own password. Enter the requested information. Remember, when it asks for your ‘Old Password’ you need to enter whatever password you used to get to this screen (in this case the temporary password sent to you via e-mail).

9. Click the SUBMIT button and you will be logged in with your new password. If you’re not taken immediately to the Main WebAdvisor Menu then click the “Main Menu” link at the top of the page.

10. From the Main Menu you may click any of the colored icons that you see and use the menu items found there.
    If for some reason you still run into difficulty, use the contact method and ask that your password be reset to your six-digit date of birth.

a.) All WebAdvisor passwords must be between 6 and 9 characters in length and must contain both letters and numbers. No special characters (*!”#) are allowed.

b.) We also strongly urge all users to enter a password hint in case he or she forgets his or her password later.