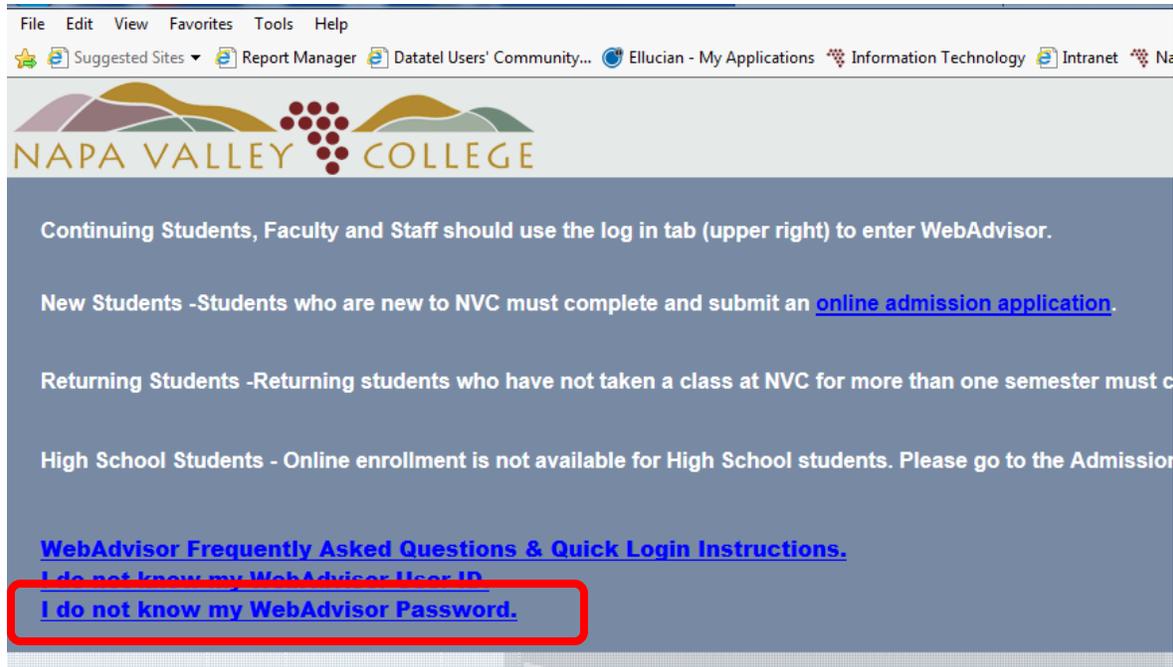


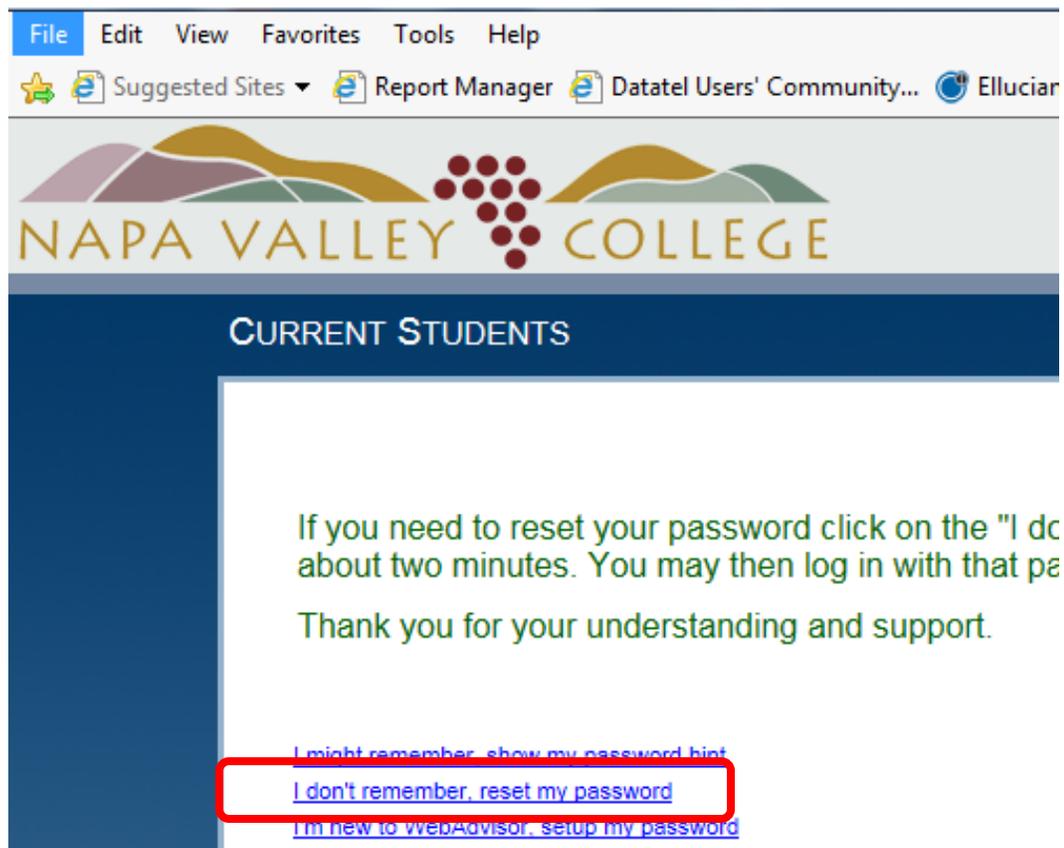
I've forgotten my password, and the Password Hint isn't helping me remember--how can I reset my password?

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



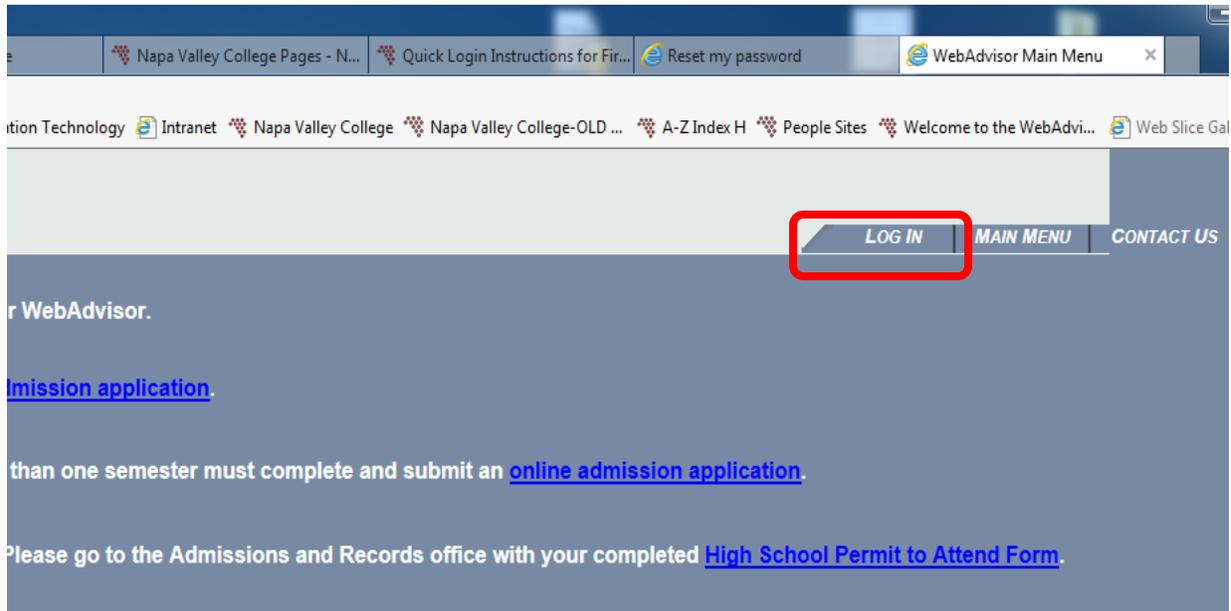
3. Enter your last name (not user name), and then either your social security number or your Student ID number.

The screenshot shows the Napa Valley College logo at the top. Below it is a dark blue header with 'CURRENT STUDENTS' on the left and 'Welcome Guest!' on the right. The main content area is white and titled 'Reset my password'. Below the title is the instruction: 'In order to retrieve your User ID you must fill in your last name and one of the two additional identifying numbers.' A legend indicates '* = Required'. The form contains three input fields: 'Last Name*' with the value 'Last_Name', 'SSN' with the value '123456789', and 'Student ID' which is empty. A 'SUBMIT' button is located at the bottom of the form.

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.

The screenshot shows the Napa Valley College logo at the top. Below it is a dark blue header with 'CURRENT STUDENTS' on the left and 'Welcome Guest!' on the right. The main content area is white and titled 'Select an e-mail address'. Below the title is the legend '* = Required'. The form contains one input field: 'Send my temporary password to this email address*' with a dropdown menu. A 'SUBMIT' button is located at the bottom of the form.

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



- Enter your user name (all lower case) and the password you just received via e-mail.

A screenshot of the Napa Valley College Log In page. The page features the college's logo at the top, which includes a stylized landscape with hills and a cluster of grapes, with the text "NAPA VALLEY COLLEGE" below it. Below the logo, a dark grey banner reads "Welcome Guest!". The main content area is a white box titled "Log In". Inside this box, there is a form with three fields: "User ID:" with the text "username" entered, "Password:" with ten black dots, and "Show Hint:" with an unchecked checkbox. A "SUBMIT" button is located below the form fields. A red rectangular box highlights the "User ID" and "Password" input fields.

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).

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NAPA VALLEY COLLEGE

Change Password

Your password has expired. Please choose a new password.

Your new password must be 6 to 9 characters in length and include both letters and numbers.

* = Required

User ID:*

Old Password:*

New Password:*

Confirm Password:*

My password hint:

SUBMIT

Enter the temporary password you were sent.

Enter the new password you want to use.

- 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.
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.