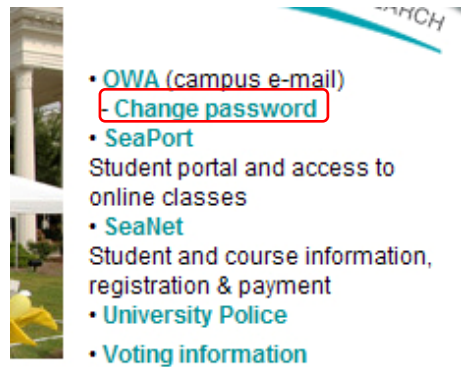


Step-by-Step Process for Creating Passwords and E-mail Security Questions

1. Go to the UNCW homepage, click on “Current Students”, and click on the “change password” link under OWA:



2. Enter your e-mail ID and click the Submit button. If you do not know your UNCW e-mail ID, click on the “E-mail ID Retrieval Link” answer the questions and then return to this step.

System Login

To gain access to the Password Change page, please type your UNCW e-mail ID (without the “@uncw.edu”) and click Submit to proceed.

UNCW E-mail ID @uncw.edu

Note: If you do not know your UNCW e-mail ID, please visit the [E-mail ID Retrieval](#) page.

Maintained by Kris Anderson(andersonkp@uncw.edu) [About this Site](#) | [Copyright Notice](#)

3. New students will next see this screen, as they haven’t set up a security question yet. Click on the link “Security Question Page” to set up your security question. Once this is set up, each time you change their password, you will be asked to answer the security question:

System Message

You have not yet completed the security Question. Before being granted access to the site you’re seeking, you must first complete the security question and answer.

Please follow this link to be taken to the [Security Question Page](#). Thank you.

If you have questions or problems, please contact the [Technology Assistance Center](#) at (910) 962-4357 or tac@uncw.edu. If sending e-mail, please provide your name, UNCW e-mail address and a phone number where you can be reached.

Maintained by Kris Anderson(andersonkp@uncw.edu) [About this Site](#) | [Copyright Notice](#)

4. New students will need to click the link that says, "I wish to logon using my University ID and SeaNet pin" (as you do not have a UNCW email password yet). If you do not know your University ID (your 85 number that should be on your ID card) and SeaNet PIN, you can click the link "University ID and PIN Retrieval Page".

Security Questionnaire

Please choose your login method to proceed,

- [I wish to logon using my UNCW email ID and password.](#)
- [I wish to logon using my University ID and SeaNet PIN.](#)

If you do not know your UNCW email ID, please go the [Email Retrieval Page](#).

If you do not know your UNCW email ID/PIN, or University ID and SeaNet PIN, please go to the [University ID and PIN Retrieval Page](#).

If your email password has expired or you have not set up an email password, please click on the link above "I wish to logon using my University ID and SeaNet PIN."

Maintained by Kris Anderson(andersonkp@uncw.edu) [About this Site](#) | [Copyright Notice](#)

5. You will be prompted to enter your University ID and SeaNet pin and click the submit button. Once you submit your information, you will be prompted to choose a security question, make your own, or opt out of the change password application.

We recommend you make up your own. Something that has a simple answer that is easy to remember but is unknown to most people. Something like, "What was the name of my favorite childhood pet?" or "What is my father's middle name?" It should not be a question where the answer can be looked up online or can be found on your Facebook or MySpace page.

We do not recommend students choose the opt-out option as this will NOT allow you to change your password online. Contact the Technology Assistance Center (TAC) at 910-962-4357 for more details about opt-out.

Please note that security answers are case-sensitive.

Security Question

Please provide the answer to the question you chose and click Submit.

Question Who was your favorite musician when you were 15?

Answer

Answer Repeated

Please note that your answer is case-sensitive.

Maintained by Kris Anderson(andersonkp@uncw.edu) [About this Site](#) | [Copyright Notice](#)

- Once the security question and answer has been filled out and you clicked the Submit button, you will see the following screen. The "Password Change Page" link prompts you to go back to SET a password on your e-mail account. Click this link.

System Message

Your security question and answer have been **successfully recorded**. You can reset your UNCW e-mail password by following this link: [Password Change Page](#).

If you have questions or problems, please contact the [Technology Assistance Center](#) at (910) 962-4357 or tac@uncw.edu. If sending e-mail, please provide your name, UNCW e-mail address and a phone number where you can be reached.

Maintained by Kris Anderson(andersonkp@uncw.edu) [About this Site](#) | [Copyright Notice](#)

- Once you see the System Login page (below), enter your e-mail address and click Submit. You found your e-mail address in step 2 above.

System Login

To gain access to the Password Change page, please type your UNCW e-mail ID (without the "@uncw.edu") and click Submit to proceed.

UNCW E-mail ID @uncw.edu

Note: If you do not know your UNCW e-mail ID, please visit the [E-mail ID Retrieval](#) page.

Maintained by Kris Anderson(andersonkp@uncw.edu) [About this Site](#) | [Copyright Notice](#)

- Enter the answer to your security question exactly the same way you entered it when you set up the question and click the Submit button.

System Login

The security question you chose for your UNCW e-mail was: **Who was your favorite musician when you were 15?**

Please provide the answer below and click Submit.

Answer

Maintained by Kris Anderson(andersonkp@uncw.edu) [About this Site](#) | [Copyright Notice](#)

9. Once you correctly answer your security question, you will be taken to the change password page where you can set up your e-mail password.

Change Password

Please provide the new password twice and then click Submit to proceed.

UNCW Email brunell@uncw.edu

New Password (At least 6 characters)

New Password Again

Your domain password must be at **least 6 characters**. Ideally, it should employ some or all of the following,

- Multiple words (often referred to as a "pass phrase");
- Letter substitution, rhyming, and humor, which can help create a complex yet memorable answer;
- A mix of lower and uppercase characters;
- A combination of letters, numbers, and special characters;
- Words not found in the dictionary; you might use common words in reverse order;
- For security reasons, it is **highly recommended** that you do not reset your password to your previous one.

Finally, the password should be *extremely difficult* for anyone (including your friends) to guess—but *easy* for you to remember and type.

Maintained by Kris Anderson(andersonkp@uncw.edu) [About this Site](#) | [Copyright Notice](#)

Please note that steps 2 – 6 should not be required in the future. The next time you want to change your password, after completing steps 1 you will be taken directly to step 7.

If you have any questions or problems at all, including having trouble with the answer to your security question, please contact the Technology Assistance Center (TAC) at 910-962-4357.