Issue: Student needs to change Seaport/UNCW email password but does not know security questions and does not have SSN in SPAPERS. The below steps will assist a student in entering their SSN in SeaNet.

NOTE: If a student is an International Student or NON US Citizen they can go to TAC with their student ID to reset the password. If they are unable to come to campus the Student may call TAC and provide them with their Student ID #, Alternate Email address, and Date of Birth. A TAC supervisor will have to look this information up in Banner to confirm the identity.

Step 1: Student left click on “Student Services and Financial Aid (graphic)” in “Main Menu (If there is no SSN in SPAPERS it should bring the student to step 2)

Step 2: Student left click on "Social Security Number: (editable text)" in "Enter Your 1098-T Information
Step 3: Student enters SSN in the text field then left click on "Submit (push button)"

Step 4: Student left click on "Continue (push button)" in "Request Processed"

Step 5: In Banner SPAPERS the students SSN should now be shown.

Step 6: Student should now be able to change their Seaport/UNCW email password by entering SSN instead of answering the security questions.