Scholarship Application Management System

Email, Password, and Security Questions Reset

Contents

Introduction

The purpose of this User Guide is to outline the different ways to properly reset one's Email Address, Password, and Security Questions.

Reset from the Login Screen

From the Login Screen, the application has an option to reset a user's Email and Password through the **Forgot Email or Password?** hyperlink. *Note: Before making any changes, returning Applicants should first try to utilize their YOUniversal email and password.*

Email Reset

If a User is having trouble remembering their email address, they can utilize the **Forgot Email or Password?** hyperlink on the Login Page.

The User will be redirected to a new screen where they will click **Forgot E-mail**.

From here, the User will be required to enter in their **Social Security Number** and **Date of Birth** to retrieve the associated email address. Click **Retrieve Email Address**.
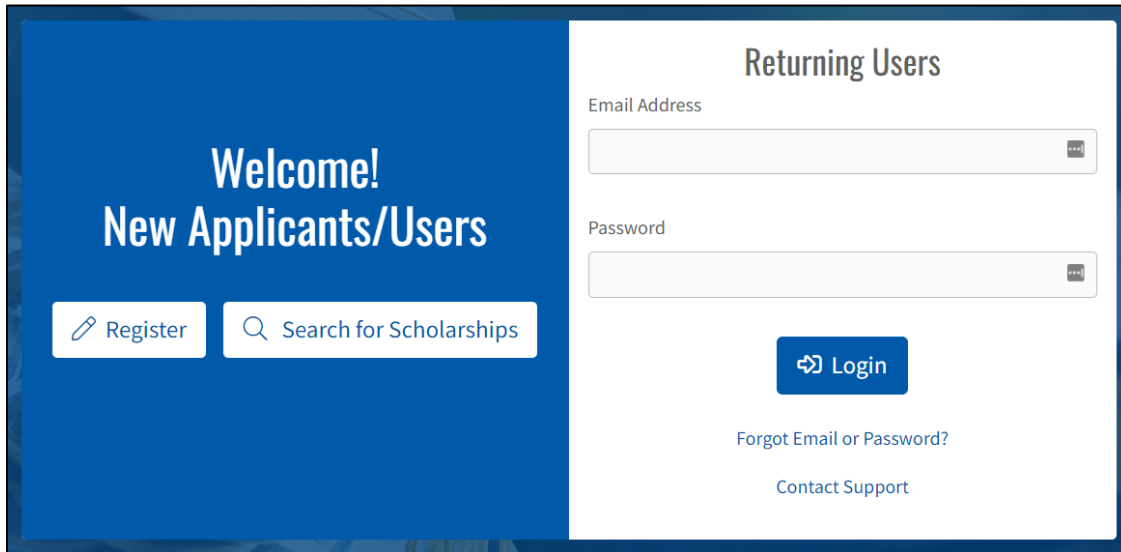
Once the proper information has been entered, a success message will appear stating that an email has been sent to the email address associated with the specified **Social Security Number** and **Date of Birth**.

The User will receive an email outlining the appropriate actions/next steps.
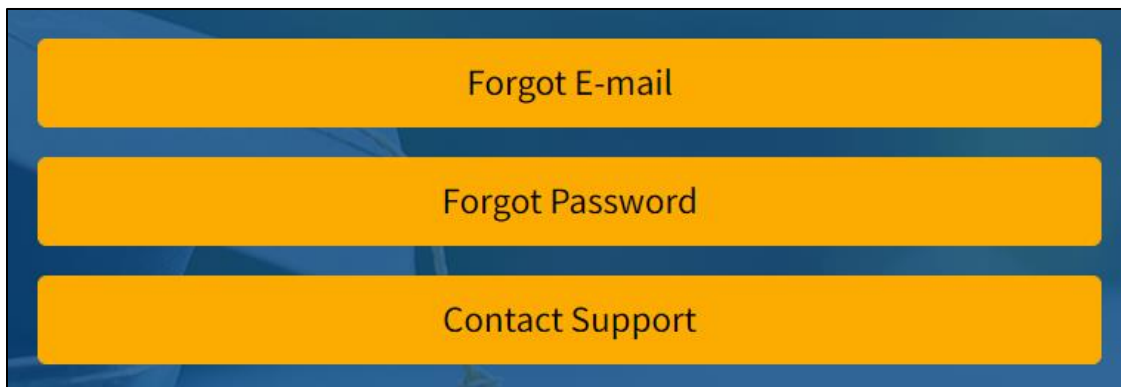
Password Reset

If the user is having trouble remembering their Password, they can utilize the **Forgot Email or Password?** hyperlink on the Login Page. *Note: Before making any changes, returning Applicants should first try to utilize their previous YOUniversal password.*
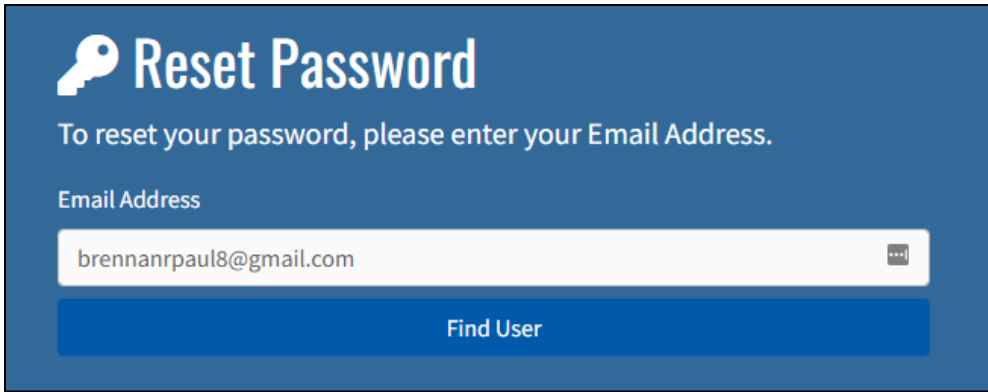

The User will be redirected to a new screen where they will select **Forgot Password**.

From here, the User will enter in their **Email Address** to continue the password reset process. Click **Find User**.

The User will be prompted to enter an answer to one of their Security Questions. Once the proper information has been entered, click **Send Password Reset Email**.

A success message will appear stating that a password reset email has been sent.
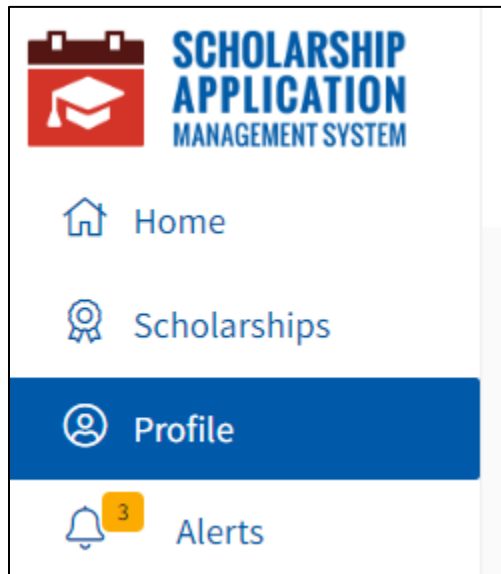

The User will then reference their email for further action.
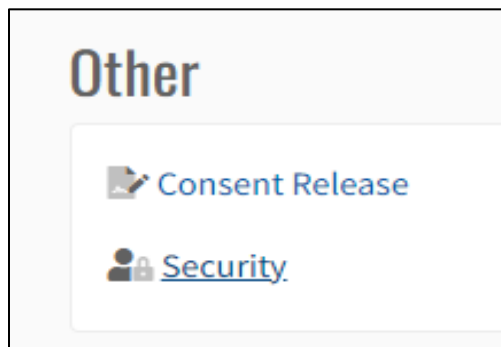
Reset from the Profile Tab

Once a User is logged in, there is an option to reset both **Email** and **Password** through the **Profile Tab** on the left-hand menu.

Email Reset

For this scenario, the user must be logged in. The User will first navigate to the **Profile Tab** on the left-hand menu.

The User will scroll down to the bottom of the page and click the **Security** hyperlink.

From here, the user will click the **Change Username / Email Address** button.

Account Login / Password

Username / Email Address

brennanrpaul@gmail.com

Change Username / Email Address

A pop-up screen will generate. The User will enter and confirm their new **Email Address** and click **Ok**.

Request Change of Account Email Address ✕

ⓘ A confirmation email will be sent to the new address to complete the process.

Please enter the new email address for your account.

New Email Address

brennanrpaul100@gmail.com
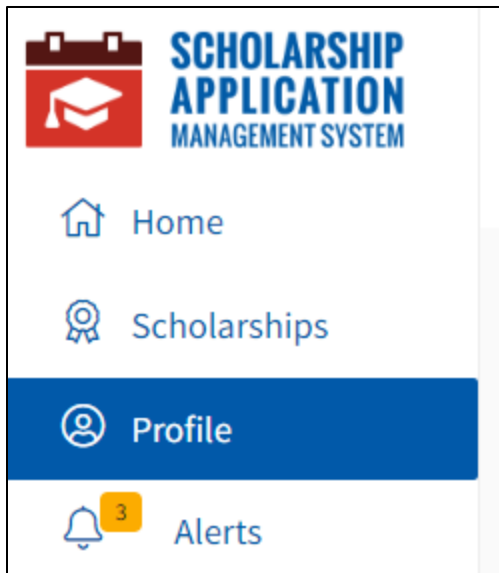
Confirm Email Address

brennanrpaul100@gmail.com

Close Ok

User will receive a success message and a confirmation email will be sent to the new email.

Password Reset

For this scenario, the user must be logged in. The User will first navigate to the **Profile Tab** on the left-hand menu.
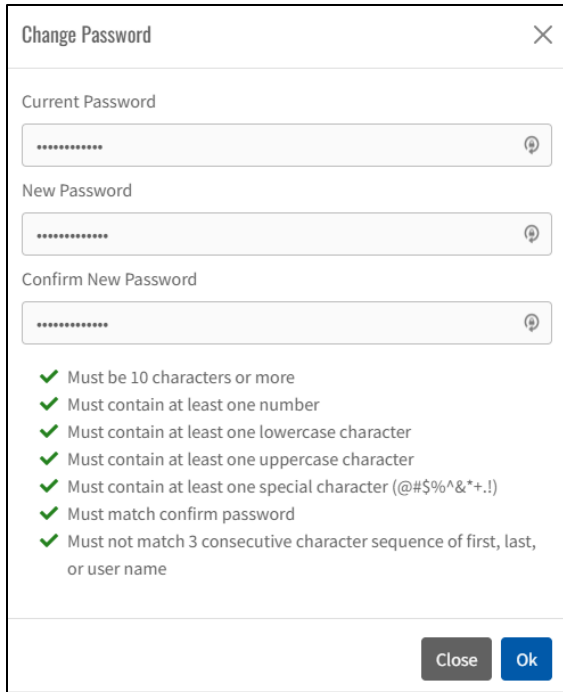
The User will scroll down to the bottom of the page and click the **Security** hyperlink.

From here, the user can the see their password expiration date. The user will click the **Change Password** button.

A pop-up screen will generate. The User will enter in the **Current Password**, **New Password**, and **Confirm New Password** before clicking **Ok**.

User will receive a success message that their password has been reset.

Reset Security Questions

The application allows users to reset security questions. For this scenario, the user must be logged in and navigate to the **Profile Tab** on the left-hand menu.
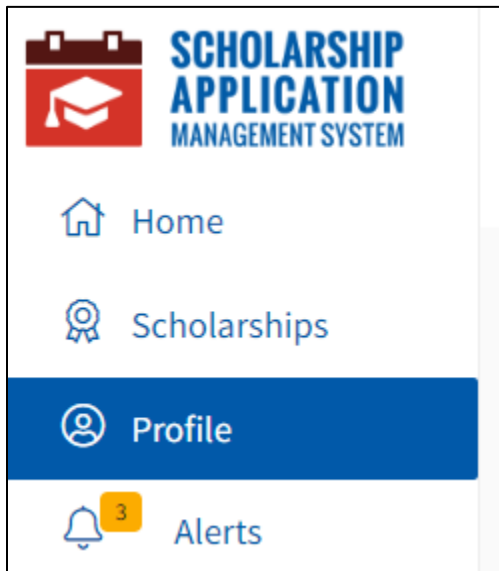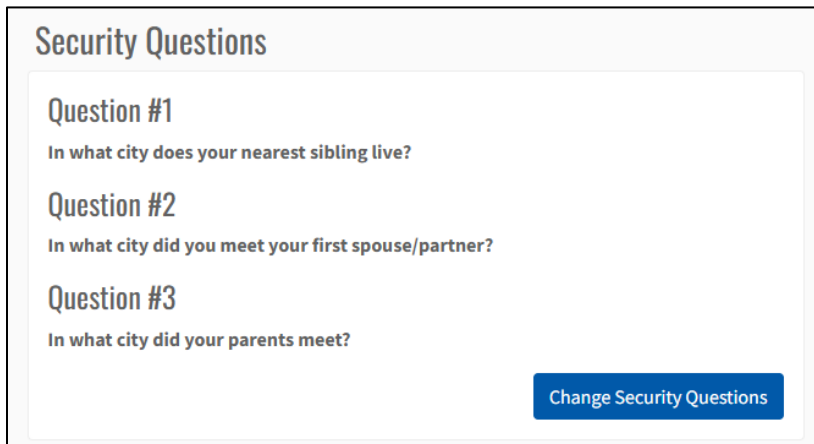

The User will scroll down to the bottom of the page and click the **Security** hyperlink.
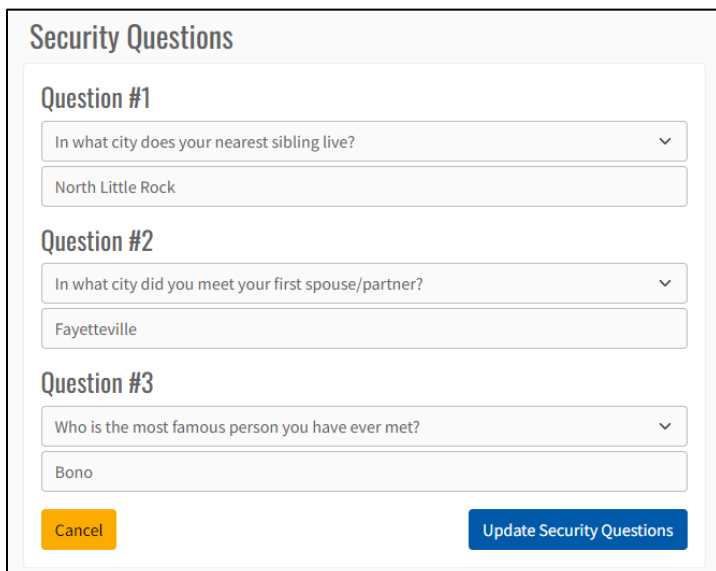
From here, the user will click the **Change Security Questions** button.

Note: For security purposes, the application does not populate the Security Answers all at once. While Changing the Security Questions, the User must enter all answers for all questions again.

Once finalized, the user will click **Update Security Questions**.

User will receive a success message that their Security Questions have been updated.