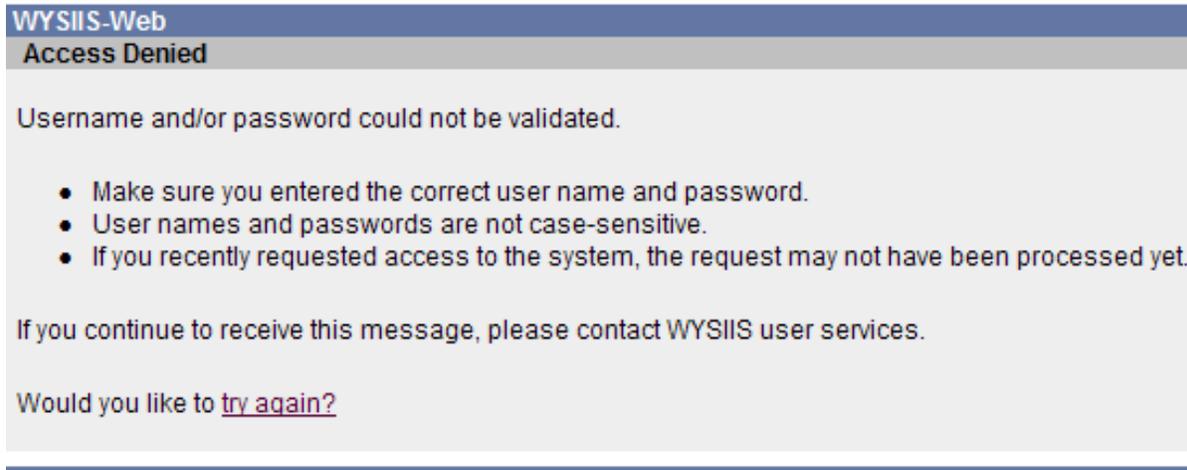


Forgot Password?

The most common request that is received for assistance on the Help Desk is that of resetting a password for a user. With the new WyIR Security Policy, user passwords expire every 40 days, thereby forcing the user to come up with a new password for the system. While this change increases system security, it does have a downside: users forgetting their new password. This results in the user contacting the Help Desk via email and/or phone and requesting a new password, which may result in unwanted “downtime” for the user while awaiting a response from the Help Desk. While the WyIR staff does strive to be as timely as possible for all requests for assistance, sometimes users may have to wait a little longer than they would like to access the system. Fortunately, there is a way to bypass the Help Desk, and thereby speed up access to the WyIR if a password is forgotten: the Forgot Password hyperlink.

Upon logging in, if you are denied access due to the database due to the wrong password, you will see a message like the following:



WYSIIS-Web
Access Denied

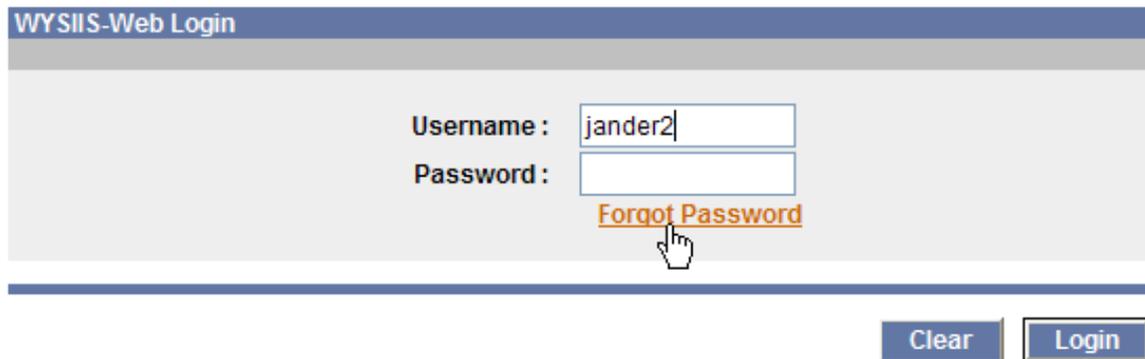
Username and/or password could not be validated.

- Make sure you entered the correct user name and password.
- User names and passwords are not case-sensitive.
- If you recently requested access to the system, the request may not have been processed yet.

If you continue to receive this message, please contact WYSIIS user services.

Would you like to [try again?](#)

If you are an active user, click upon the [try again?](#) hyperlink; this will take you back to the login screen. Once there, enter your username, and then click upon the [Forgot Password](#) hyperlink.



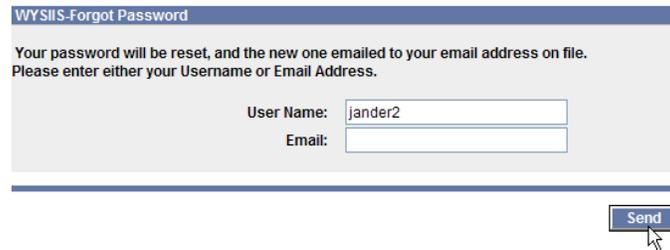
WYSIIS-Web Login

Username :

Password :

[Forgot Password](#)

You will then be prompted to enter the user name or email address, as displayed in the next screen shot:



WYISIS-Forgot Password

Your password will be reset, and the new one emailed to your email address on file.
Please enter either your Username or Email Address.

User Name:

Email:

Please enter only your username, and then click upon the **[Send]** button. If your account is not configured with the correct email, you should see the following message immediately:

Submitted email does not match email on file.

If this is the case, you will have to contact the WyIR Help Desk via phone or email for assistance in getting the correct email on file. However, if your account is configured correctly, immediately go and check your email account on file with the WyIR, and the database should have sent you an email message similar to the following:

Your password has been changed. Your new password is MSXWZG5.

Use the sent new password to login; you will then be prompted to reenter that sent password, along with a new user generated password twice. You will then need to logout and relogin with the user generated new password. By activating this process, you can now receive immediate assistance for a new password, and create a new password that is easy for you to remember, without ever having to pick up the phone.