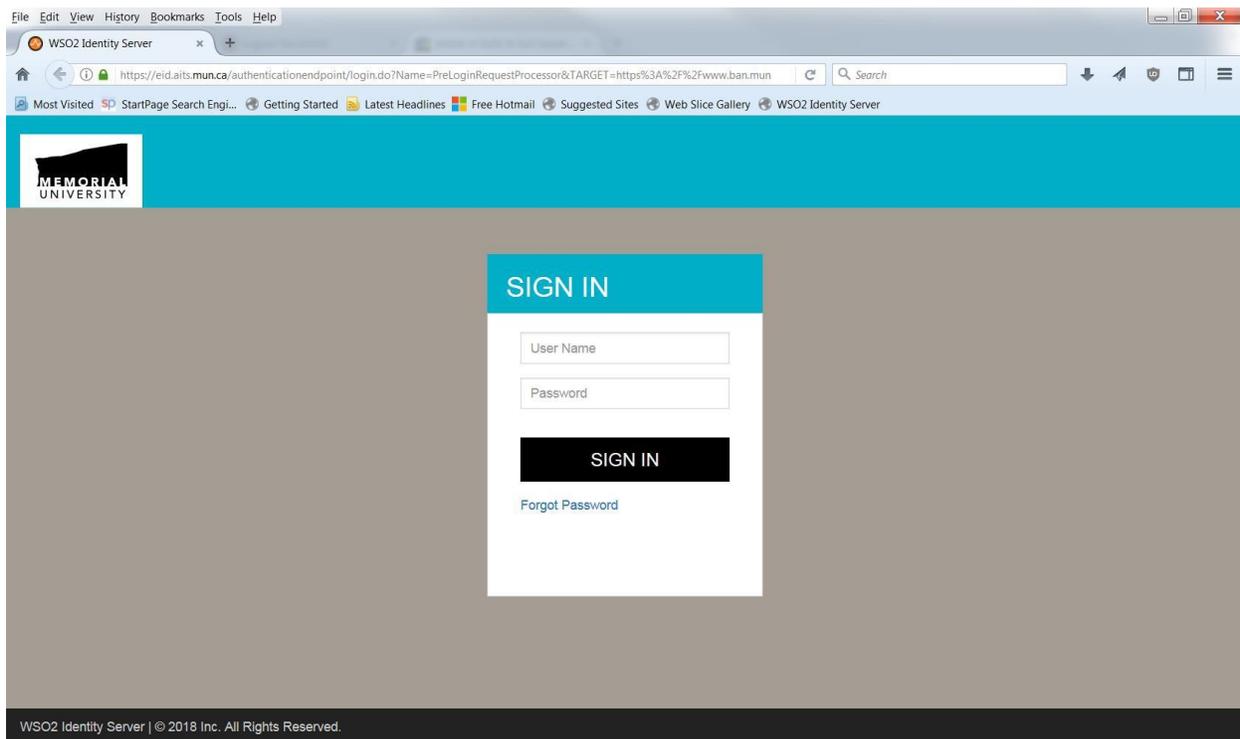


It is recommended to use Chrome when logging into the Banner 9 environment. There are existing bugs in the layout and rendering associated with Internet Explorer.

Once you have received an email with your Banner ID you can proceed with the following.

1. Set your password here for Banner 9, FAST, and/or Banner Workflow:
  - For Banner 9 users: <https://www.ban.mun.ca>
  - For FAST users: <https://fast.mun.ca/FASTPORTAL>
  - For Banner Workflow users: <https://wrkflw.ait.s.mun.ca/wfprod>
  - Click on the "Forgot Password" link

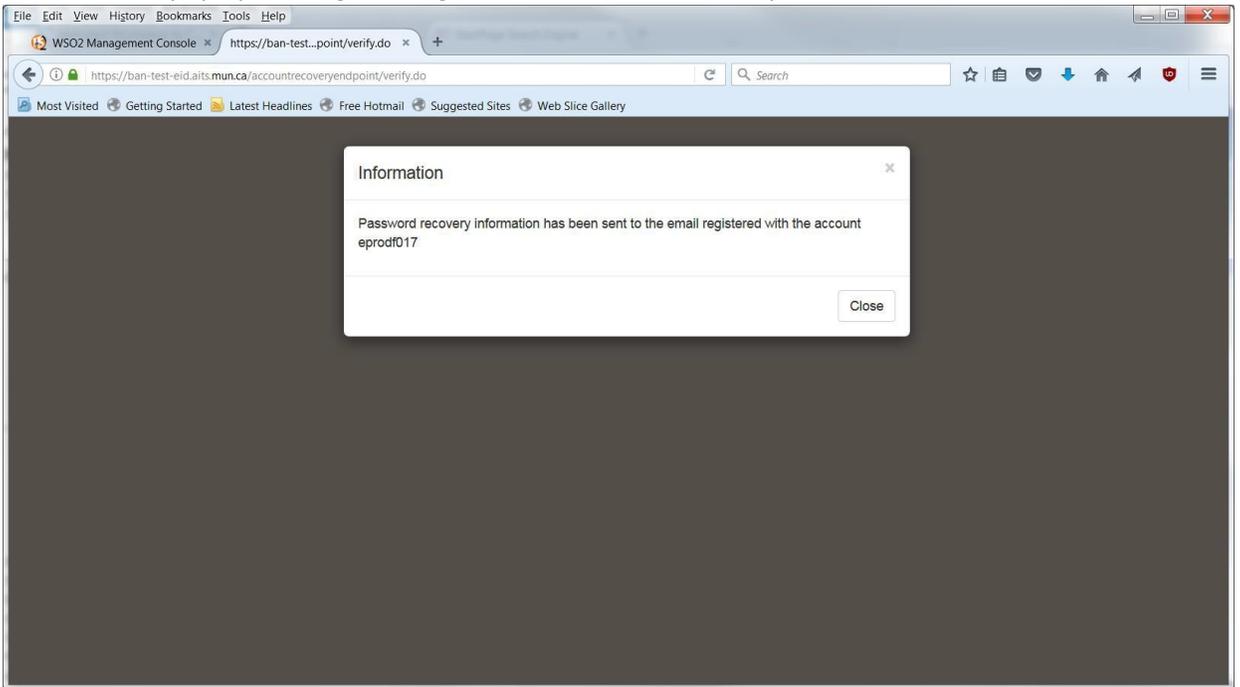


Password setting and recovery is only available through email. You will use your Banner ID (for example urego123, ucash123, etc.) to reset your password using your email. NOT your email address.

2. Click the SUBMIT button.

The screenshot shows a web browser window with the URL <https://eid.aitz.mun.ca/accountrecoveryendpoint/recoverpassword.do?callback=https%3A%2F%2Ffid.aitz.mun.ca%3A443%2Fauthentic>. The page features the Memorial University logo in the top left corner. The main content is a 'RECOVER PASSWORD' form with a blue header. Below the header, it says 'Enter below details to recover your password'. There is a text input field labeled 'Username'. Below the input field, there is a radio button labeled 'Recover with Mail'. At the bottom of the form, there are two buttons: 'SUBMIT' and 'CANCEL'. The footer of the page reads 'WSO2 Identity Server | © 2018 Inc. All Rights Reserved.'

3. You will see a pop up message stating an email has been sent to your account, click ok to close.



4. Once you receive the email “Banner Password Reset” click on the link, enter your new password and click the SUBMIT button. Please note, your password must contain a digit, an alpha and a special character, and be at least 8 bytes in length.

The screenshot shows a web browser window with the following details:

- Browser tabs: WSO2 Management Console, https://ban-test...point/verify.do, WSO2 Identity Server
- Address bar: https://ban-test-eid.aits.mun.ca/accountrecoveryendpoint/confirmrecovery.do?confirmation=fa5a58e0-ee04-4c90-5
- Page header: MEMORIAL UNIVERSITY logo on a blue background.
- Form title: RESET PASSWORD
- Form fields:
  - Enter New Password \* (text input)
  - Confirm Password \* (text input)
- Form button: SUBMIT (black button with white text)
- Page footer: WSO2 Identity Server | © 2018 Inc. All Rights Reserved.

5. You will receive another email with the subject “Your Banner Password Reset successfully”

- For Banner 9 users, you can proceed to <https://www.ban.mun.ca>
- For FAST users, you can then proceed to <https://fast.mun.ca/FASTPORTAL>.
- For Banner Workflow users: <https://wrkflw.ait.s.mun.ca/wfprod>
- DO NOT bookmark the redirect links (i.e. <https://eid.ait.s.mun.ca>).

