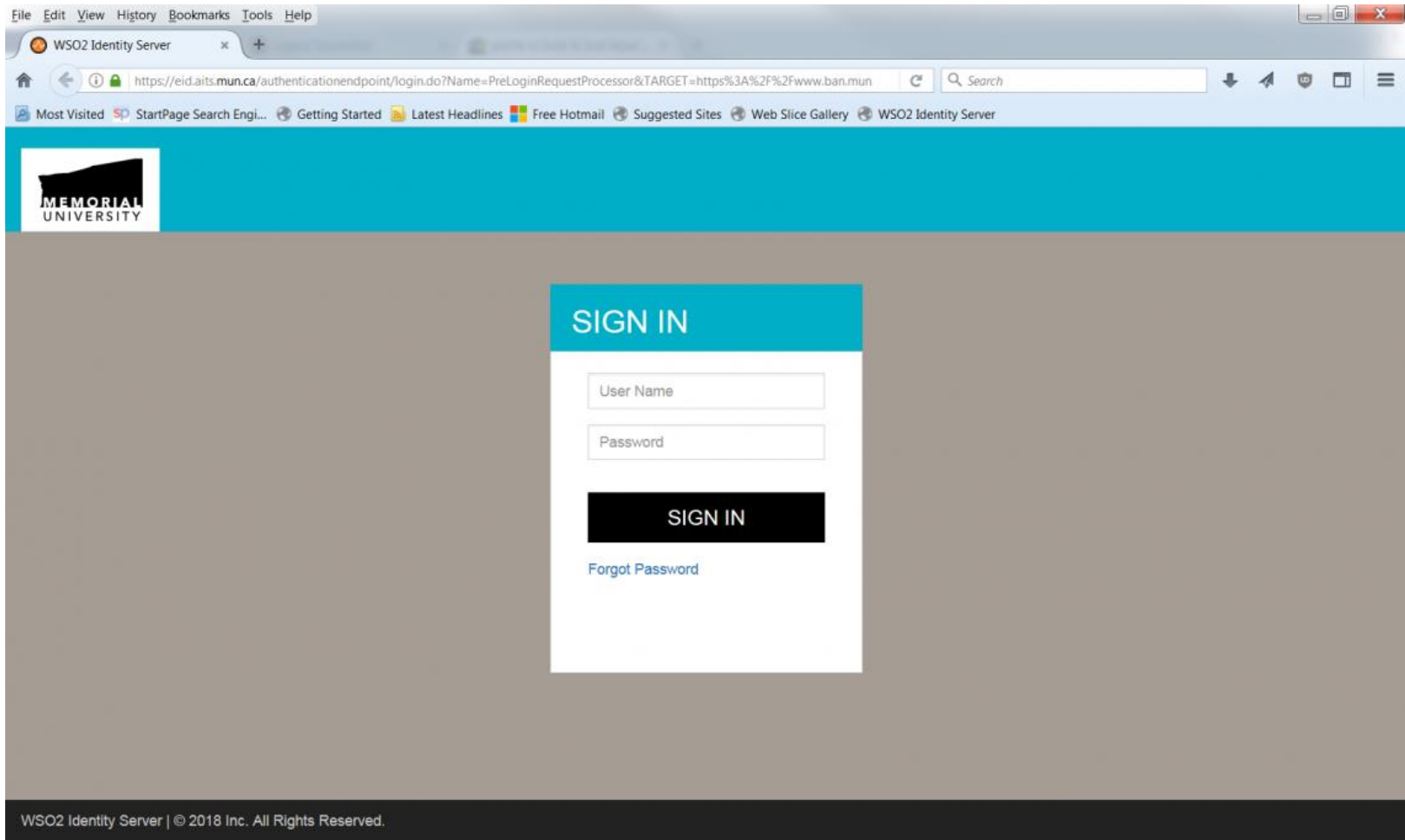
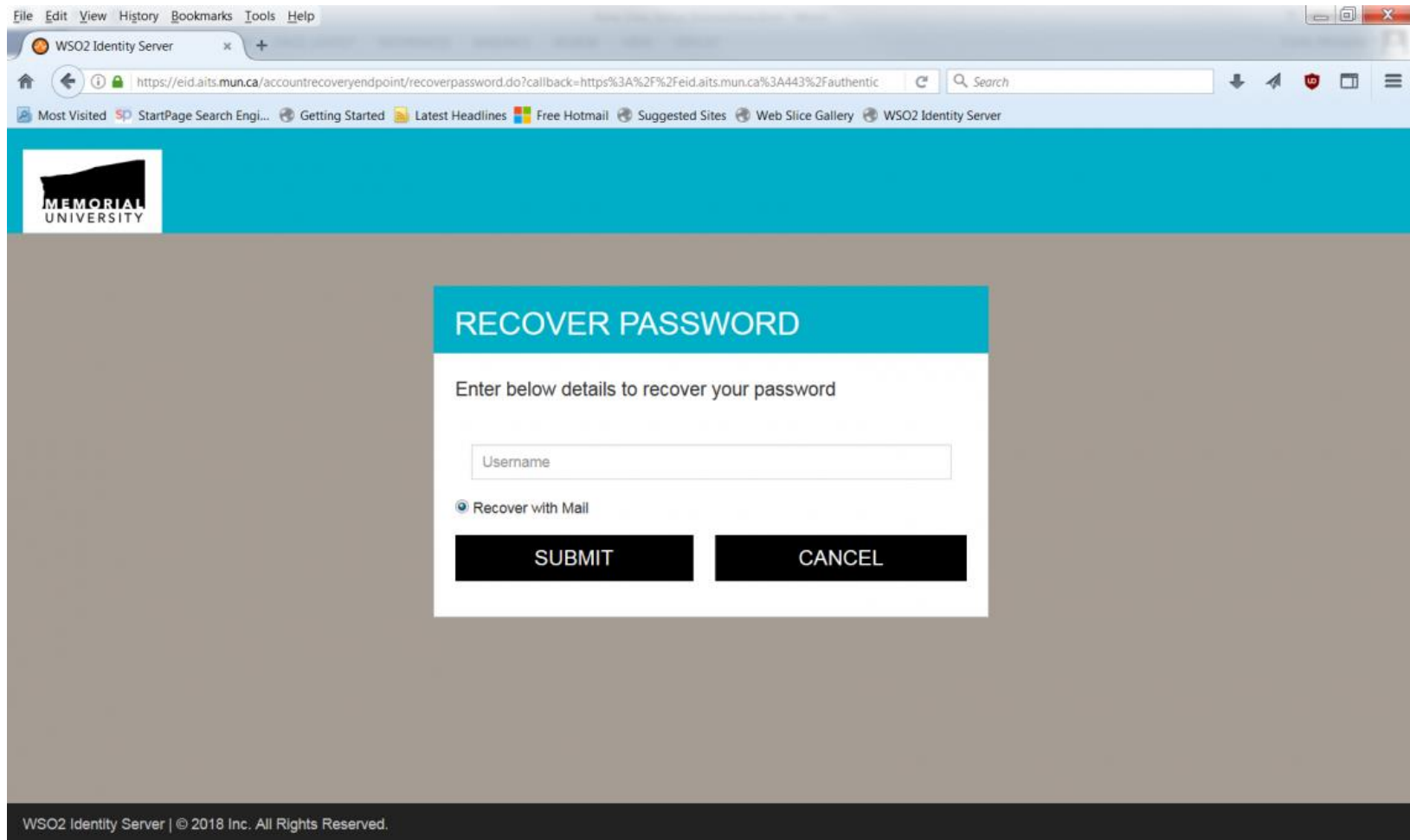


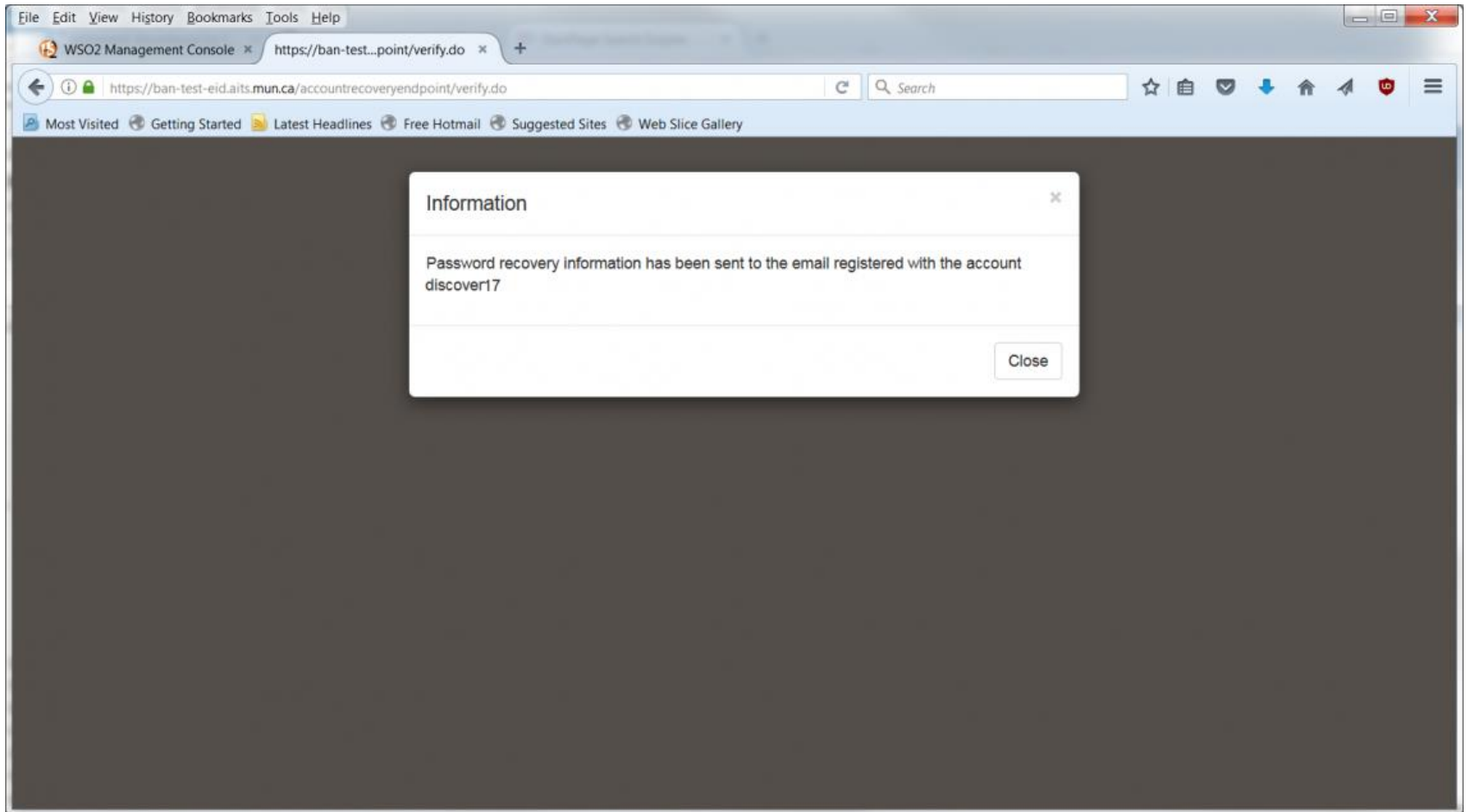
1. Click on the "Forgot Password" link



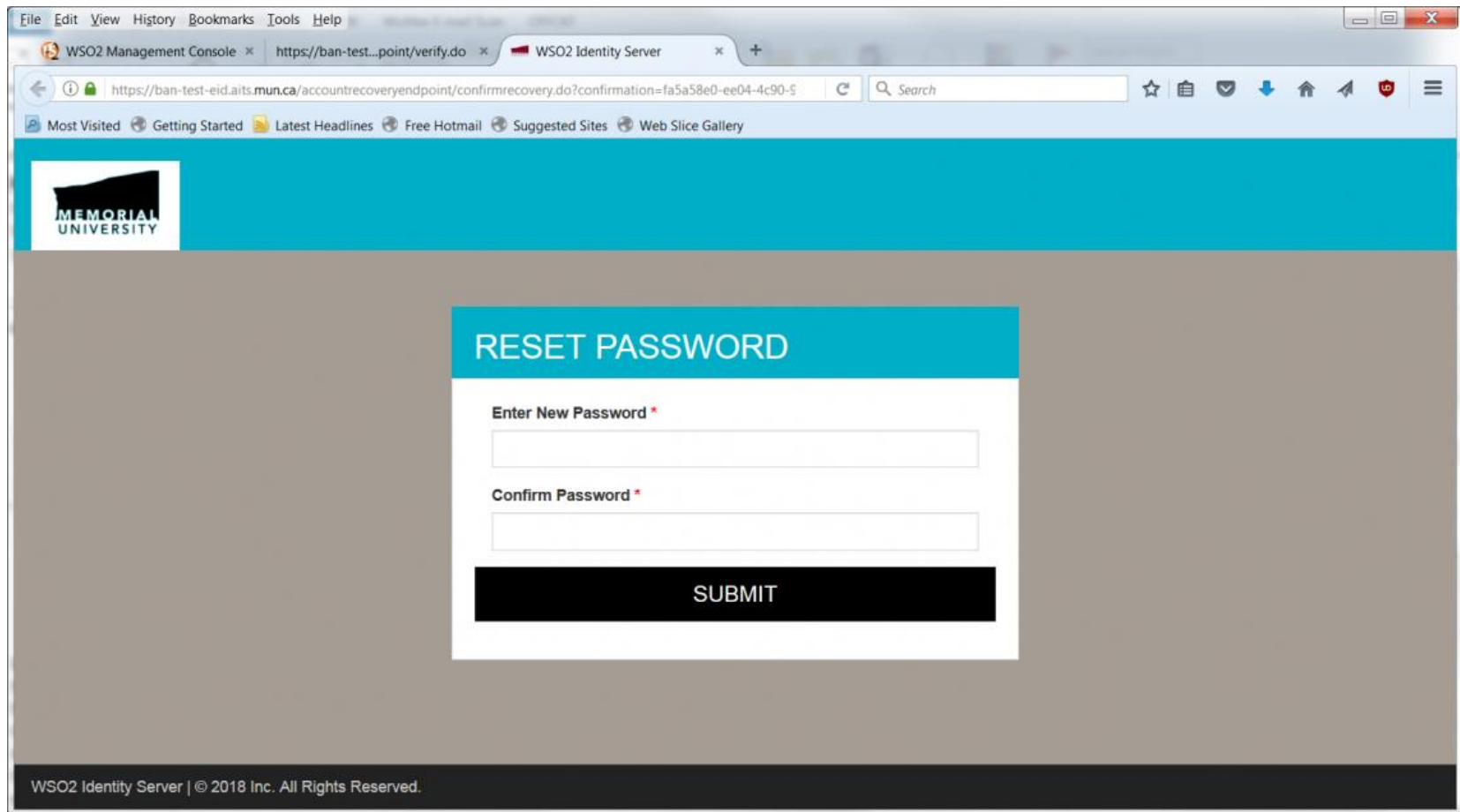
2. Password setting and recovery is only available through email. You will use your Banner ID (for example urego123, ucash123, etc.) to reset your password using your email. NOT your email address. Click the SUBMIT button.



3. You will see a pop-up message stating an email has been sent to your account. Click "Close" to dismiss it.



4. Once you receive the email "Banner Password Reset", click on the link in the email to get the password reset screen below. 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 displays 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.ait.s.mun.ca/accountrecoveryendpoint/confirmrecovery.do?confirmation=fa5a58e0-ee04-4c90-5
- Page Header:** MEMORIAL UNIVERSITY logo on a blue background.
- Form Title:** RESET PASSWORD (on a teal background).
- Form Fields:**
  - Enter New Password \*
  - Confirm Password \*
- Form Action:** SUBMIT button (on a black background).
- Footer:** WSO2 Identity Server | © 2018 Inc. All Rights Reserved.

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