



User Reference Guide

WebGrants 4 Students *Reset Password and/or Recover Username*

Table of Contents

USER GUIDE OVERVIEW	3
PASSWORD RESET AND USERNAME RECOVERY DESCRIPTION	3
1 RESET PASSWORD AND/OR RECOVER USERNAME	3
1.1 WHERE TO ACCESS PASSWORD RESET AND USERNAME RECOVERY	3
1.1.1 Key Points	4
1.2 RESET PASSWORD OR RECOVER USERNAME OPTIONS	4
1.2.1 Key Points	5
1.3 PASSWORD RESET THROUGH SECURITY QUESTIONS.....	5
1.3.1 Key Points	5
1.4 MANAGE PASSWORD	6
1.4.1 Key Points	6

USER GUIDE OVERVIEW

Password Reset and Username Recovery Description

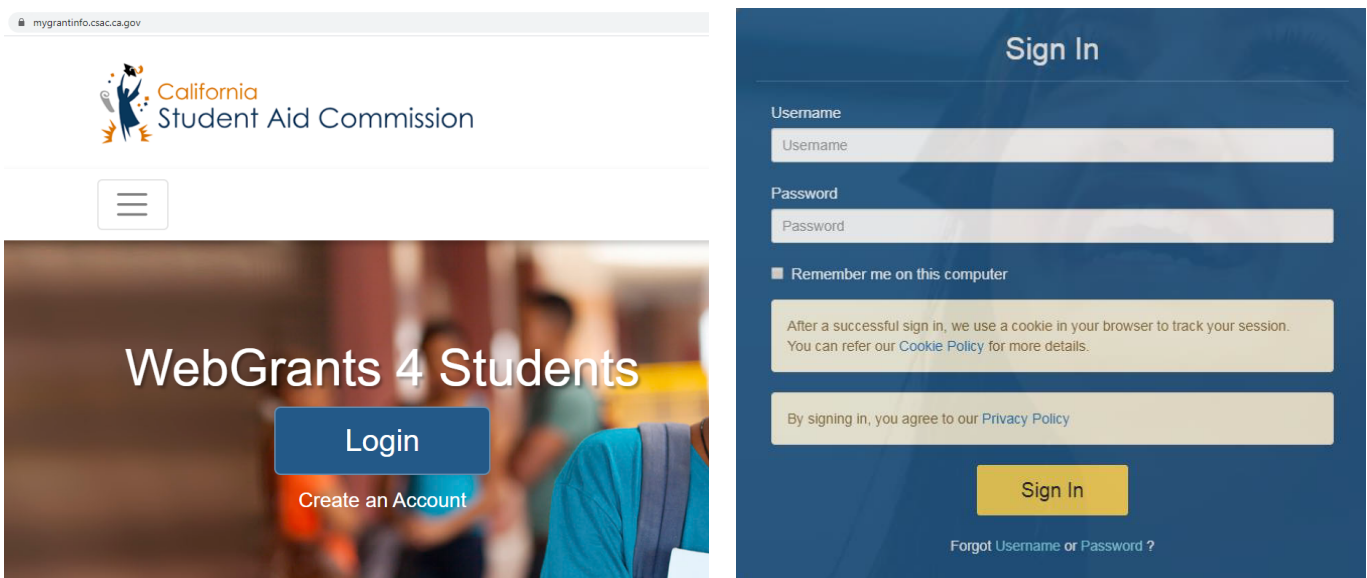
In order for a student to log into their WebGrants 4 Students Account they must enter their password and username into the 'Sign In' fields. If they do not remember them they will need to recover their username or reset their password. It is recommended that the students save their password and username in a secure device (phone – as a contact), or write down the information and place the login information in a secure place, as the student may need to access this information semi-regularly.

1 RESET PASSWORD AND/OR RECOVER USERNAME

User Guide Objectives:

- In this lesson the student will learn how to reset their password and/or recover their username.

1.1 Where to Access Password Reset and Username Recovery



(Figure 1 – WSO2)

Step	Description	Action
1.	In order for a student to retrieve their username or reset their password they must first go to the WebGrants 4 Students 'Sign in' (Figure 1). To get here the student needs to go to mygrantinfo.csac.ca.gov and click 'Login' under the 'WebGrants 4 Students' title and they will be brought to the Student Sign in.	Go to the WebGrants 4 Students 'Sign in'
2.	At the bottom of the sign in box there is a link labeled 'Forgot Username or Password?' The student should click the corresponding button to the action they would like to take.	Click Forgot 'username' or 'password'

1.1.1 Key Points

- Go to the WebGrants 4 Students sign in and click 'Forgot username or password'.

1.2 Reset Password or Recover Username Options

(Figure 2 – WSO2)

(Figure 3 – WSO2)

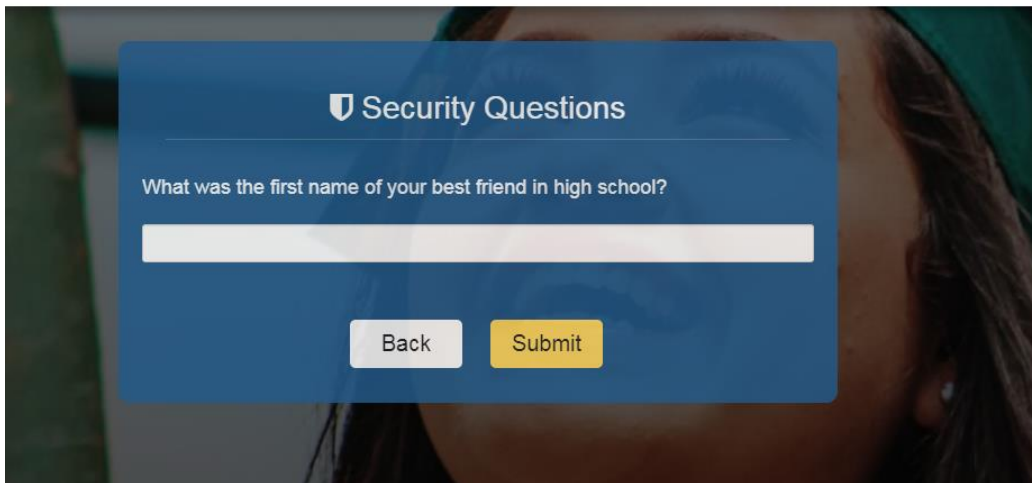
Step	Description	Action
1.	If the student is recovering their password, they can choose to do so by having an email sent to their email address or by answering security questions. The student needs to enter their username into the corresponding field, select an option, verify they are 'not a robot' and click 'Submit' (Figure 2). If they choose the email option an email with a link leading them to a password reset will be sent to their email inbox (skip to section 1.4). If the student chooses the security questions option, see section 1.3.	Password reset: Choose a recovery method and click 'submit'

2.	If the student is recovering a Username, they must enter their first name, last name, email address, and birthdate into the corresponding fields, verify they are 'not a robot' and click 'submit' (Figure 3). A message will then appear telling the students to check their email. The student then needs to check their email and there will be a message in their inbox with their username listed.	Username Recovery: Fill in fields, click 'submit', and retrieve username in email inbox
----	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------

1.2.1 Key Points

- Choose between Password reset or Username Recovery.
- Password Reset: There are two options.
 1. Recover with email: The password reset link will be sent to your email address.
 2. Recover with Security Questions: The password reset will be accessible after answering security questions.
- Username Recovery: Fill in the required fields, click 'submit' and the username will be sent to your email address.

1.3 Password Reset Through Security Questions



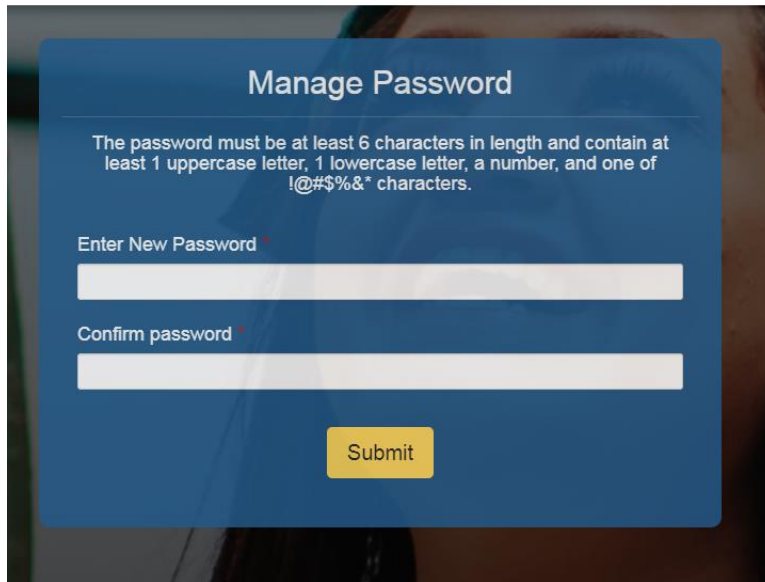
(Figure 4 – WSO2)

Step	Description	Action
1.	If the student is resetting their password using the security questions option, then they need to answer the question(s) created during account registration and click submit.	Answer question(s) and submit

1.3.1 Key Points

- Answer the questions and click 'Submit'.

1.4 Manage Password



(Figure 4 – WebGrants 4 Students)

Step	Description	Action
2.	Regardless of whether the student went through the email or security question route they will be led to the 'Manage Password' screen. It is here that the student will create and confirm a new password.	Create a new password and confirm it
3.	Note: The password must be at least 6 characters in length and contain at least 1 uppercase letter, 1 lowercase letter, a number, and 1 of the following special characters: !@#\$% &*	'NA'

1.4.1 Key Points

- Create and confirm a new password.