Recovering Your MyUWF/ArgoNet Username or Password

Overview

Use our account recovery tool if you already have a MyUWF/ArgoNet account, but cannot remember your username or password.
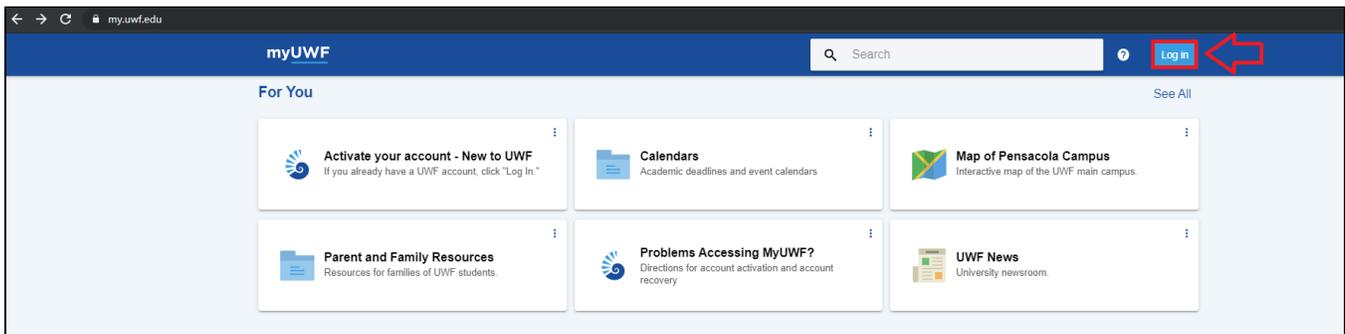
You have to follow this process if you don't remember your credentials to access these services:

- MyUWF
- Gmail
- ArgoAir
- eLearning

Instructions

Step 1

Go to https://my.uwf.edu/ and click on the 'Log In' button.

Step 2

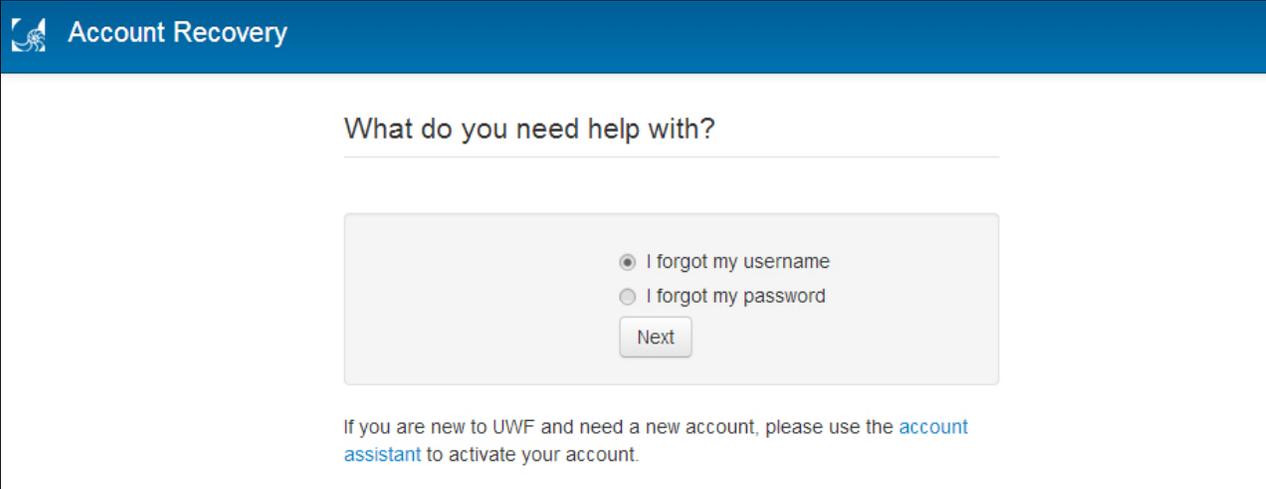Below the username and password fields, click on the 'Problems Logging In?' link.

Step 3

Follow the instructions for one of these two options:

1. If you do not know your MyUWF username, select the 'I forgot my username' option and press the 'Next' button.

2. On the Forgot Username page, enter all of the requested information. To minimize issues with formatting your birth date, utilize the calendar tool to the left of the birth date field.

3. If the information you provided matches the information in our system, the next page will display your username.

Please note that the username shown will be in all lowercase letters. There will be no uppercase letters.

If the information you provided DOES NOT match the information in our system, you will receive the following error.

Please call the ITS Help Desk at (850) 474-2075 for further assistance.

1. If you need to reset your password, select the 'I forgot my password' option and press the 'Next' button.

2. Enter your username and choose to verify your identity using either your UWFID or the last 4 digits of your SSN and birth date.

(i) If you do not know your username, please follow the steps above to recover your username.

3. If you have selected the 'Using the last 4 of my SSN and my birth date' option, please remember that using the calendar tool to the left of the birth date field will minimize issues when formatting your birth date.

If the information you provided DOES NOT match the information in our system, you will receive the following error.

Account Recovery

Invalid Information

We were unable to verify the information you provided. Please try again or call the ITS Help Desk at (850) 474-2075 for further assistance.
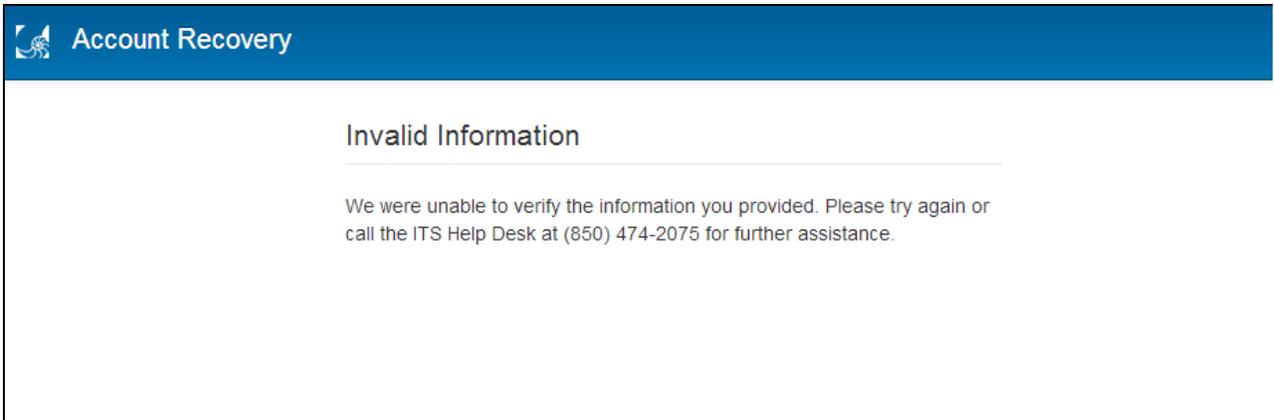
Please call the ITS Help Desk at (850) 474-2075 for further assistance.

4. When you have successfully entered the information on the previous page, you will be prompted to choose a reset option.

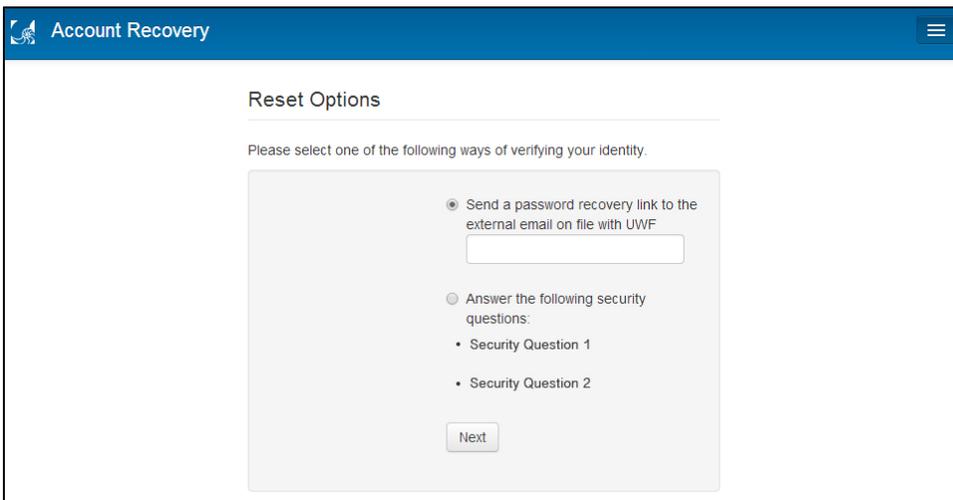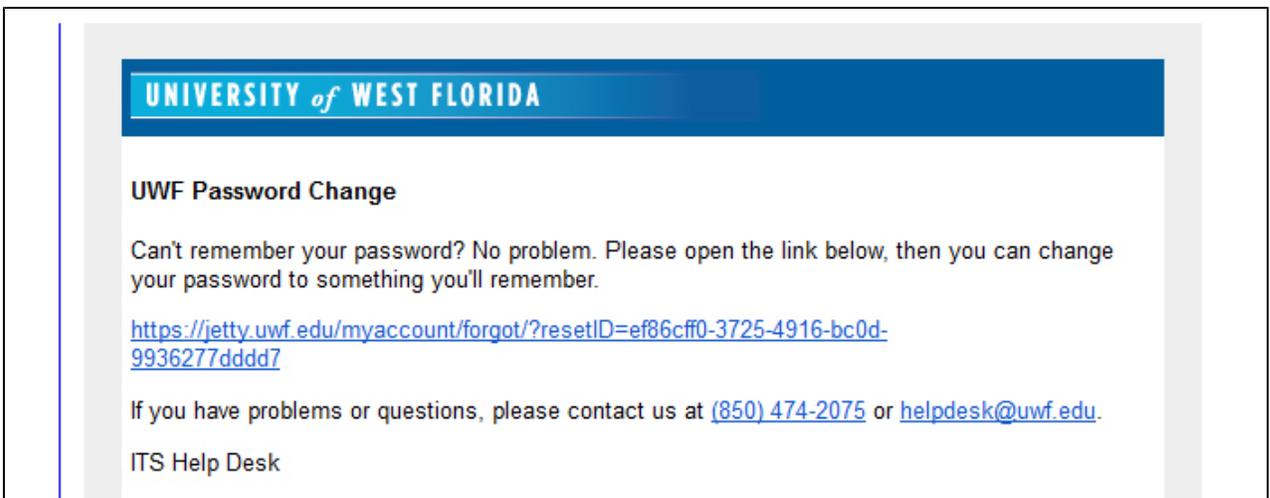You may either choose to have a password recovery link sent to your external email address on file with UWF, or you may choose to answer two of the three security questions that you have on file with UWF.

Account Recovery

Reset Options

Please select one of the following ways of verifying your identity.

- ◉ Send a password recovery link to the external email on file with UWF

- ○ Answer the following security questions:
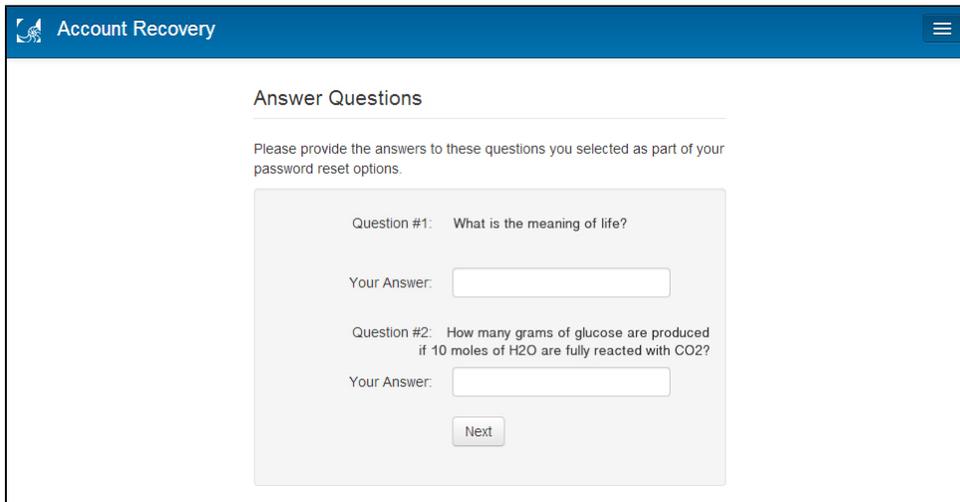 - Security Question 1
  - Security Question 2

Next

5. When using the 'Send a password recovery link to the external email on file with UWF' option, you will receive an email like the one pictured below.

 Click the link in the email to change your password.

UNIVERSITY of WEST FLORIDA

UWF Password Change

Can't remember your password? No problem. Please open the link below, then you can change your password to something you'll remember.

https://jetty.uwf.edu/myaccount/forgot/?resetID=ef86cff0-3725-4916-bc0d-9936277dddd7

If you have problems or questions, please contact us at (850) 474-2075 or helpdesk@uwf.edu.

ITS Help Desk

6. When using the 'Answer the following security questions' option, provide the answers to the two questions listed on the page and press 'Next'.

   Please be advised that outside of case sensitivity, these answers must match the exact answers that you provided when you set up your account.

7. When you have successfully answered the security questions or completed the steps in the reset link within your email, you will be directed to choose a new password.

   You may either select the 'Use a randomly generated system password' option or the 'Create my own password' option.

8. All MyUWF passwords must be between 12 to 20 characters, starting with a letter, with at least one integer (0-9) or special character.

My Account   Home

Home / Change Password

Choose a Password

I want to: ○ Use a randomly generated system password
             ● Create my own password

Passwords must meet the following criteria:
- Must not be a password that you have used in the last 12 months.
- From 12 to 20 characters in length.
- Must start with a letter.
- At least one integer (0 - 9) or one of the following special characters: !%^*

Enter a new password: [   ]

Confirm password: [   ]

Please remember this password
We won't show your password again after you leave this screen.

☐ Got it

[Next]   Clear

ITS Help Desk

(**850) 474-2075**
helpdesk@uwf.edu