

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.

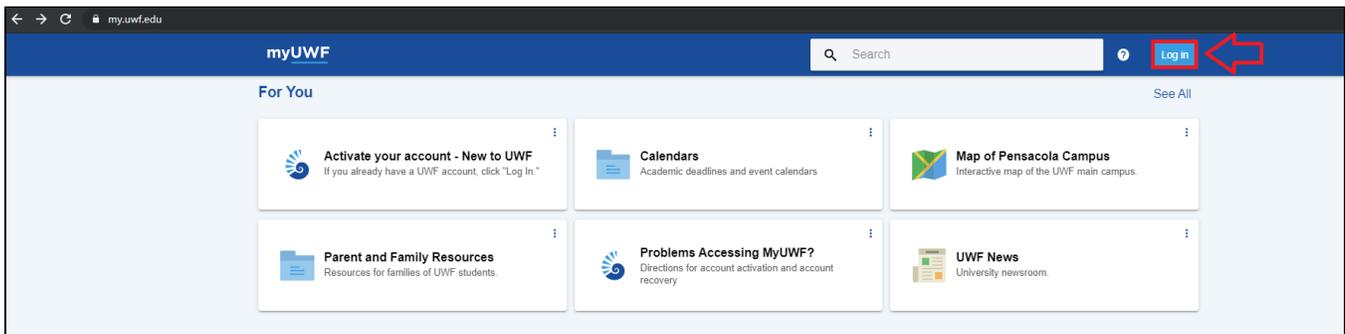
You have to follow this process if you don't remember your credentials to access these services:

- 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.



**UNIVERSITY of
WEST FLORIDA**

Username

Password

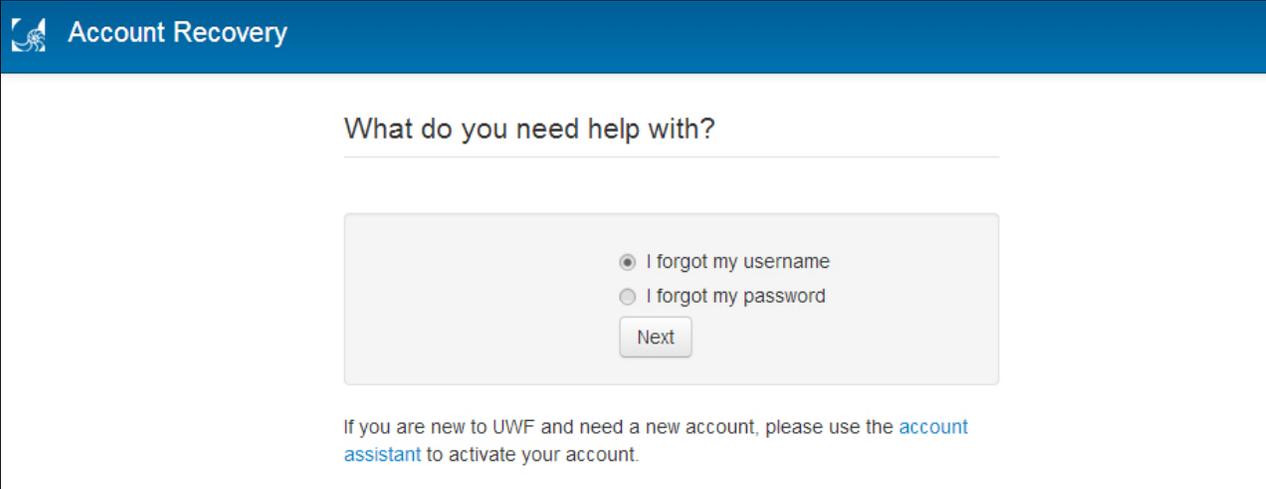
Log In

Problems logging in?

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.



 Account Recovery

What do you need help with?

I forgot my username
 I forgot my password

Next

If you are new to UWF and need a new account, please use the [account assistant](#) to activate your account.

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.

 Account Recovery ☰

Forgot Username

Please provide the following information Please note: This process will reset your password for all services it is associated with.

First Name:

Last Name:

Birthdate: 

UWFID:

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.

 Account Recovery

Your Username

Your MyUWF username will appear here.

If you cannot remember your password please go through the [forgot password process](#).

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.

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

What do you need help with?

- I forgot my username
- I forgot my password

Next

If you are new to UWF and need a new account, please use the [account assistant](#) to activate your account.

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.

Account Recovery

Forgot Password

If you have forgotten your password, please provide the following information so we will know who you are. Please note: This process will reset your password for all services it is associated with.

Username:
(The first part of your UWF email before the '@' symbol)

Verify my identity: Using my UWFID
 Using the last 4 of my SSN and my birth date

UWF ID:

Next

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.

Account Recovery Home

Forgot Password

If you have forgotten your password, please provide the following information so we will know who you are. Please note: This process will reset your password for all services it is associated with.

Username:
(The first part of your UWF email before the '@' symbol)

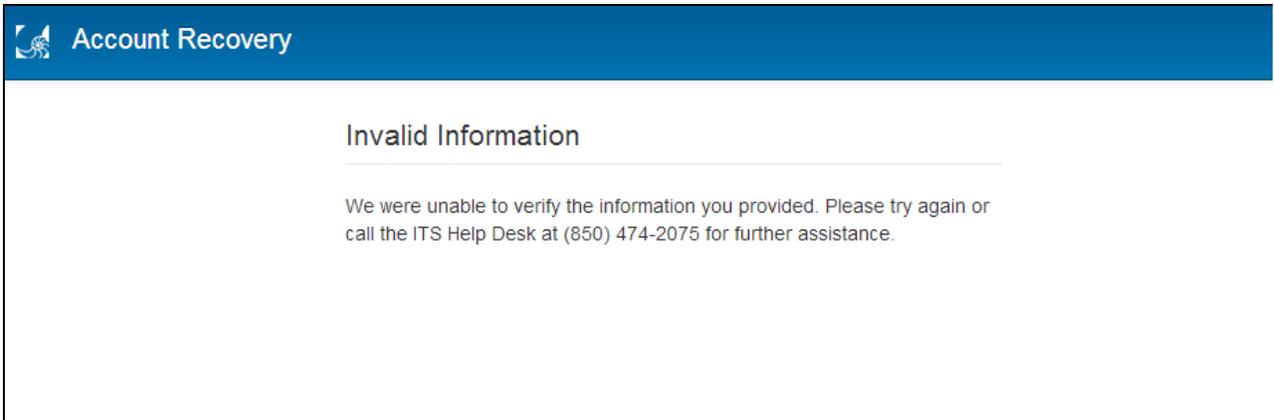
Verify my identity: Using my UWFID
 Using the last 4 of my SSN and my birth date

Last 4 digits of SSN:

Birthdate:

Next

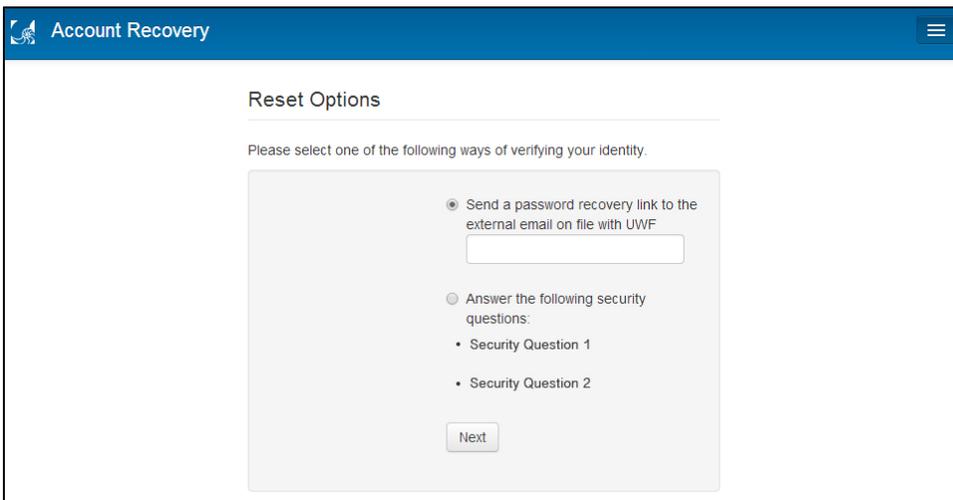
If the information you provided DOES NOT match the information in our system, you will receive the following error.



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

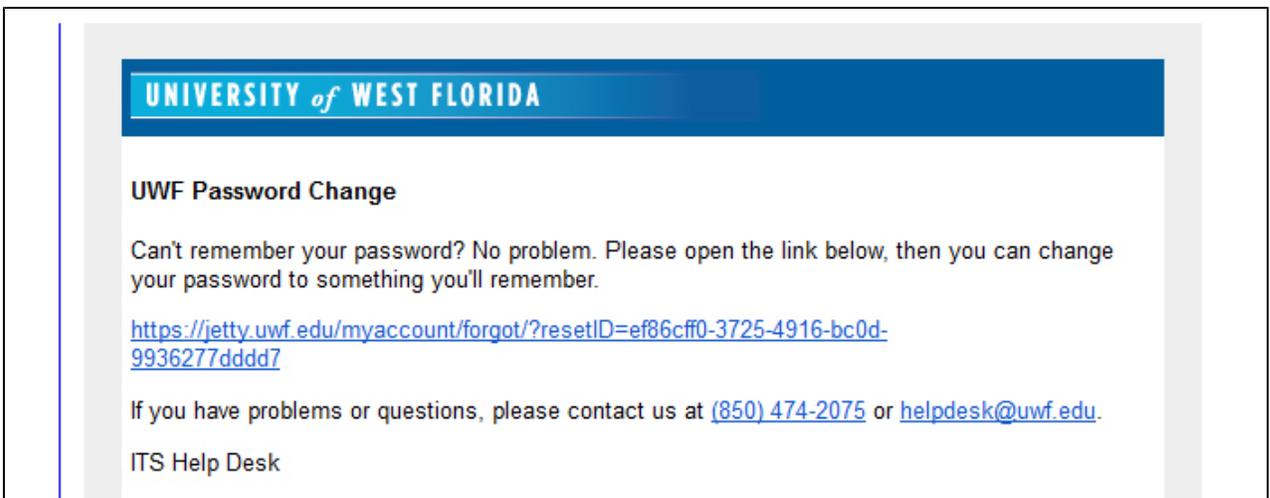
4. When you have successfully entered the information on the previous page, you will be prompted to choose a reset option.

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.

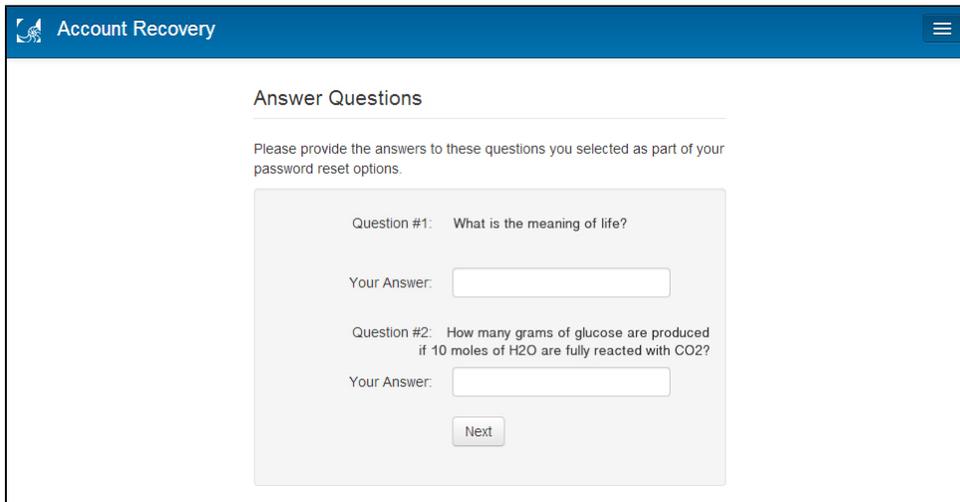


5. When using the 'Send a password recovery link to the external email on file with UWF' option, you will receive an email like the one pictured below.

Click the link in the email to change your password.



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



The screenshot shows the 'Account Recovery' header with a logo and a menu icon. Below the header, the page title is 'Answer Questions'. A sub-header reads: 'Please provide the answers to these questions you selected as part of your password reset options.' The main content area contains two questions, each with a text input field and a 'Next' button at the bottom.

Question #1: What is the meaning of life?
Your Answer:

Question #2: How many grams of glucose are produced if 10 moles of H₂O are fully reacted with CO₂?
Your Answer:

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.



The screenshot shows the 'Account Recovery' header with a logo and a menu icon. Below the header, the page title is 'Choose a Password'. A sub-header reads: 'Please write down your new password so you will not forget it.' The main content area contains two radio button options for password generation, a randomly generated password, a 'Generate new password' link, and a 'Next' button.

Your choice: Use a randomly generated system password
 Create my own password

Your randomly generated password: **random password here**

[Generate new password](#)

Next

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

[Clear](#)

ITS Help Desk

(850) 474-2075
helpdesk@uwf.edu