

# 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.

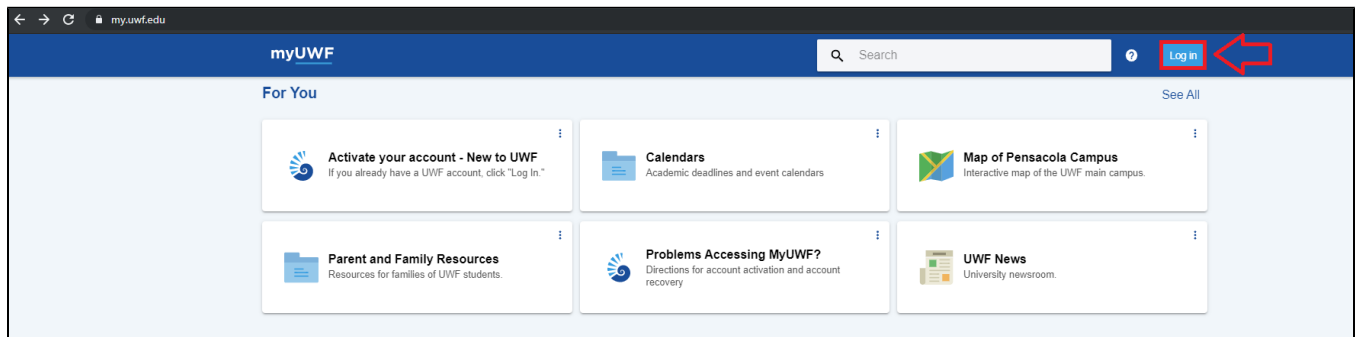
You have to follow this process if you don't remember your credentials to access these services:

- 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

Log In

Problems logging in?

### Step 3

Follow the instructions for one of these options:

- Verify your identity by choosing to provide your UWF ID# or the last four digits of your social security number and click **Next**



## Recover Your Account



1 Identity — 2 Personal Details — 3 Account — 4 Reset Method — 5 Verification — 6 New Password

### Verify Your Identity

This process lets you view your username and reset your password. To begin, you will need either your UWF ID or the last four digits of your Social Security Number (SSN).

Choose which way to verify your identity: ?

- ☐ UWF ID
- ☐ Last Four of SSN

Next

If you do not have an account yet, please activate your account using the [new user wizard](#).

- Provide your last name on file with UWF and your date of birth. To minimize issues with formatting your birth date, utilize the calendar tool to the right of the birth date field. Click **Next**

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## Recover Your Account

1 Identity 2 Personal Details 3 Account 4 Reset Method 5 Verification 6 New Password

### Verify Your Personal Details

Enter your last name and birth date:

Last Name \*  
Smith

Birth Date \*  
1/1/2000

Month / Day / Year format

Back Next

- Your username will be provided on the screen. Please note that the username shown will be in all lowercase letters. If you know your password, you may go directly to <https://my.uwf.edu> and log in. If you don't know your password you can select the account provided and click **Reset Password**. If you are provided the message **No account found** you may review the previous steps and try again.

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## Recover Your Account

1 Identity 2 Personal Details 3 Account 4 Reset Method 5 Verification 6 New Password

### We Found You!

Choose which username you'd like to proceed with:

☐ Username

Back Reset Password

**Find what you were looking for?**  
If you know your password, you can go to [my.uwf.edu](https://my.uwf.edu) and log in with this username and your password.  
Still not able to log in? Continue with the wizard to reset the password for this account.

- Verify your identity by choosing to provide your UWF ID# or the last four digits of your social security number and click **Next**

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## Recover Your Account

1 Identity 2 Personal Details 3 Account 4 Reset Method 5 Verification 6 New Password

### Verify Your Identity

This process lets you view your username and reset your password. To begin, you will need either your UWF ID or the last four digits of your Social Security Number (SSN).

Choose which way to verify your identity: ?

☐ UWF ID  
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If you do not have an account yet, please activate your account using the [new user wizard](#).

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## Recover Your Account

1 Identity 2 **Personal Details** 3 Account 4 Reset Method 5 Verification 6 New Password

**Verify Your Personal Details**

Enter your last name and birth date:

Last Name \*  
Smith

Birth Date \*  
1/1/2000

Month / Day / Year Format

Back Next

- Your username will be provided on the screen. Please note that the username shown will be in all lowercase letters. Click **Reset Password** to proceed with getting a new password for your account. If you are provided the message **No account found** you may review the previous steps and try again, or call the ITS Help Desk directly at (850)474-2075.

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## Recover Your Account

1 Identity 2 Personal Details 3 **Account** 4 Reset Method 5 Verification 6 New Password

**We Found You!**

Choose which username you'd like to proceed with:

☐ Username

Back Reset Password

**Find what you were looking for?**

If you know your password, you can go to [my.uwf.edu](http://my.uwf.edu) and log in with this username and your password.

Still not able to log in? Continue with the wizard to reset the password for this account.

- You will now be prompted to select what method to use to receive a verification code. Select the method you would like to receive this code by the **verified external email address**, a **verified phone number**, or a **code that can be provided to an ITS Help Desk analyst**.

- A code will be sent directly to your verified external email address from [no-reply@uwf.edu](mailto:no-reply@uwf.edu).

My Account - External Email Verification Code

no-reply@uwf.edu

**UWF Password Change**

It looks like you are trying to reset your password. Here is the verification code you need to perform this action:

**000000**

If you are not attempting to use the forgot password wizard, then please change your UWF account password and consider changing your external email password as well to ensure your account security.

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

ITS Help Desk

- Provide the code received in your email in the verification code block and click **Next**

# Recover Your Account

✓ Identity — ✓ Personal Details — ✓ Account — ✓ Reset Method — 5 Verification — 6 New Password

## Enter Your Verification Code

Verification Code \*

 Resend Code

Back

Next

I'm having trouble

- You will now be prompted to provide a new password on your account. You may use a randomly generated password or create your own password. You will need to select this option on the page. If you select a randomly generated password when ready click the check box next to **I understand** and click **Next**.

# Recover Your Account

✓ Identity — ✓ Personal Details — ✓ Account — ✓ Reset Method — ✓ Verification — 6 New Password

## Set Your New Password



You can use a system generated password, or make your own.

Choose your password type:

☒ System Generated

☐ Make Your Own

Your randomly generated password is:

 random 

Remember this password and keep it safe.

☐ I understand

Back

Next

### Use a strong password

Your password must meet UWF's strong password requirements. It must also not be one you have used in the previous 12 months.

- If you select to create your own password the password must be between 12-20 character, starting with a letter, with at least one integer (0-9) or special character and cannot be a password you have used within the last 12 months. If you are creating your own password, you will need to meet all required specifications. The green checkmarks located on the right side of the page will indicate if your password meets this criteria.

# Recover Your Account

✓ Identity — ✓ Personal Details — ✓ Account — ✓ Reset Method — ✓ Verification — 6 New Password

## Set Your New Password

You can use a system generated password, or make your own.

Choose your password type:

- ☐ System Generated
- ☒ Make Your Own

Enter a password \*  
••••••••



Remember this password and keep it safe.

☒ I understand

Back

Next

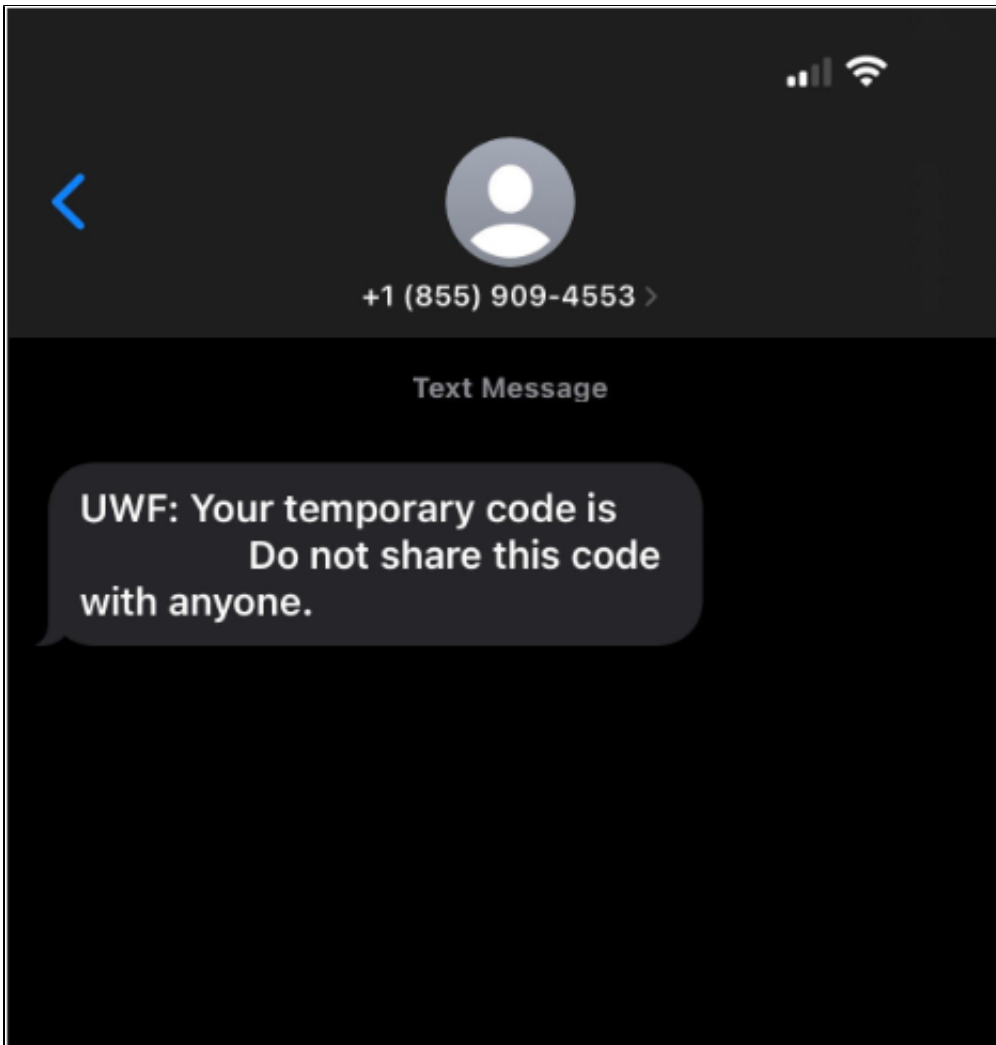
### Use a strong password

Your password must meet UWF's strong password requirements. It must also not be one you have used in the previous 12 months.

#### Required Specifications:

- ✓ From 12 to 20 characters in length
- ✓ Must start with a letter
- ✓ At least one numeric or special character: ! % ^ \*

- Click the checkbox next to the **I understand** and click **Next**.
- Your password will be updated in the system.
- A text message will be sent to the number provided on file with UWF



- Enter the code provided from the text directly in the verification code box.

A screenshot of the University of West Florida's "Recover Your Account" page. The header shows the university's logo and name. Below the title, a progress bar indicates the steps: Identity, Personal Details, Account, Reset Method, Verification (current step), and New Password. The "Verification" step is highlighted with a blue circle containing the number 5. Below the progress bar, the heading "Enter Your Verification Code" is followed by a text input field labeled "Verification Code \*". A "Resend Code" link with a circular arrow icon is positioned below the input field. At the bottom, there are "Back" and "Next" buttons.

- You will now be prompted to provide a new password on your account. You may use a randomly generated password or create your own password. You will need to select this option on the page. If you select a randomly generated password when ready click the check box next to **I understand** and click **Next**.

# Recover Your Account





## Set Your New Password

You can use a system generated password, or make your own.

Choose your password type:

- ☒ System Generated  
☐ Make Your Own

Your randomly generated password is:

 random 

Remember this password and keep it safe.

☐ I understand

[Back](#)

[Next](#)

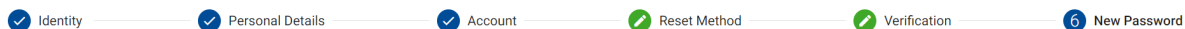


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# Recover Your Account



## Set Your New Password

You can use a system generated password, or make your own.

Choose your password type:

- ☐ System Generated  
☒ Make Your Own

Enter a password \*

.....



Remember this password and keep it safe.

☒ I understand

[Back](#)

[Next](#)



### Use a strong password

Your password must meet UWF's strong password requirements. It must also not be one you have used in the previous 12 months.

Required Specifications:

- ☒ From 12 to 20 characters in length
- ☒ Must start with a letter
- ☒ At least one numeric or special character: ! % ^ \*

- Click the checkbox next to the **I understand** and click **Next**.
- Your password will be updated in the system.
- You may contact the ITS Help Desk directly at (850)474-2075 during [support hours](#).



- The Help Desk analyst will first verify your identity and provide a verification code that will need to be provided.

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## Recover Your Account

Progress bar: 1 Identity (checked), 2 Personal Details (checked), 3 Account (checked), 4 Reset Method (checked), 5 Verification (active), 6 New Password (disabled).

### Enter Your Verification Code

Verification Code \*

[Resend Code](#)

[Back](#) [Next](#)

- You will now be prompted to provide a new password on your account. You may use a randomly generated password or create your own password. You will need to select this option on the page. If you select a randomly generated password when ready click the check box next to **I understand** and click **Next**.

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## Recover Your Account

Progress bar: 1 Identity (checked), 2 Personal Details (checked), 3 Account (checked), 4 Reset Method (checked), 5 Verification (checked), 6 New Password (active).

### Set Your New Password

You can use a system generated password, or make your own.

Choose your password type:

☒ System Generated

☐ Make Your Own

Your randomly generated password is:

[random](#)

Remember this password and keep it safe.

☐ I understand

[Back](#) [Next](#)

**Use a strong password**

Your password must meet UWF's strong password requirements. It must also not be one you have used in the previous 12 months.

- If you select to create your own password the password must be between 12-20 character, starting with a letter, with at least one integer (0-9) or special character. If you are creating your own password, you will need to meet all required specifications. The green checkmarks located on the right side of the page will indicate if your password meets this criteria.

# Recover Your Account

☒ Identity
 ☒ Personal Details
 ☒ Account
 ☒ Reset Method
 ☒ Verification
 ☒ 6 New Password

## Set Your New Password

You can use a system generated password, or make your own.

Choose your password type:

- ☐ System Generated  
☒ Make Your Own

Enter a password \*

.....



Remember this password and keep it safe.

☒ I understand

Back

Next

### Use a strong password

Your password must meet UWF's strong password requirements. It must also not be one you have used in the previous 12 months.

Required Specifications:

- ☒ From 12 to 20 characters in length
- ☒ Must start with a letter
- ☒ At least one numeric or special character: ! % ^ \*

- Click the checkbox next to the **I understand** and click **Next**.
- Your password will be updated in the system.

If a verified external email address or phone number is not an option or you do not have access to these delivery methods any longer, please call the ITS Help Desk at (850)474-2075 for assistance.

# Recover Your Account



☒ Identity
 ☒ Personal Details
 ☒ Account
 ☒ 4 Reset Method
 ☒ 5 Verification
 ☒ 6 New Password

## Select Your Reset Method

In order to reset the account , we need to send you a unique verification code.

Please choose one of the following delivery methods:

- ☐ An email to your verified external email address  
☐ A text to your verified mobile phone number ending in  
☐ A code provided to me by the ITS Help Desk

Next

## ITS Help Desk

(850) 474-2075  
[helpdesk@uwf.edu](mailto:helpdesk@uwf.edu)