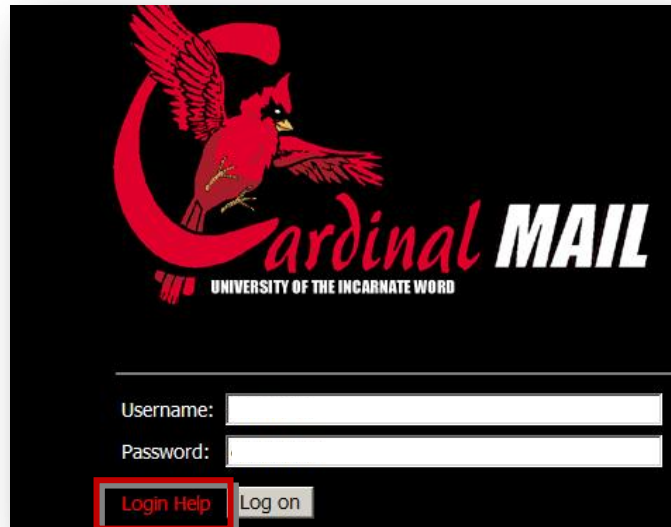


Network Password Reset Request

At UIW, your Blackboard access and Cardinal Mail are all protected by the same password. However, if you forget your password, there is an opportunity to have your password reset.



1. On the Cardinal Mail login page, click **Login Help**.
2. The **Computer Resources** page opens.



3. Click **Request Help**.
4. The **Help Desk Service Request Form** opens.

Help Desk Service Request Form

Complete this Form if you are experiencing a problem with you phone, workstation, desktop application, Banner , or for software installs and upgrades. If you are requesting a new network drop, please use the **Network Drop Request Form**. For Audiovisual Services, use the Media Center Form.

*Denotes a Required Field

User Information

First Name: *

Last Name: *

Email: *

Daytime Phone: *

Department/Program:

Building & Room Number:

UIW Status: *

5. Fill out all of the sections marked with a **red asterisk**.
6. In the dialogue box labeled **Describe in detail your problem/request**; Explain why you need your password reset.
7. Be sure to provide an **alternate email address** (other than your UIW email).

Describe in detail your problem/request: *

Please reset my password. Send the password to:
User@netscape.net

8. Click **Submit**.
9. The **Help Desk Service Request message** will appear, and you will be contacted at the alternate email address when the password has been reset.

Help Desk Service Request Successful

Thank you for completing the online Help Desk Service Request Form.
 We'll contact you soon via email.

10. Return to the **Computer Resources** page.
11. Click Change **Network (Email & Blackboard) Password**.
12. Print the **Change Password Document** and change your Cardinal Mail Password.