

William Carey University
Information Technology

Resetting WEPA Passwords

August 24, 2011

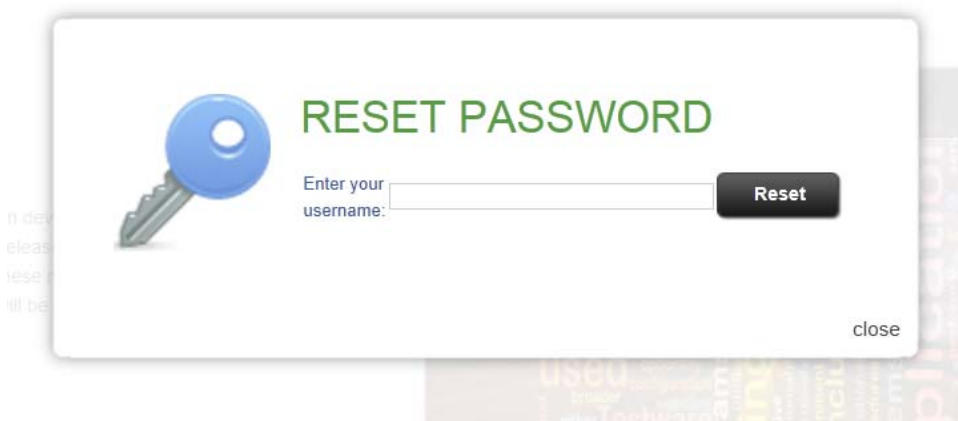
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Resetting WEPA Passwords

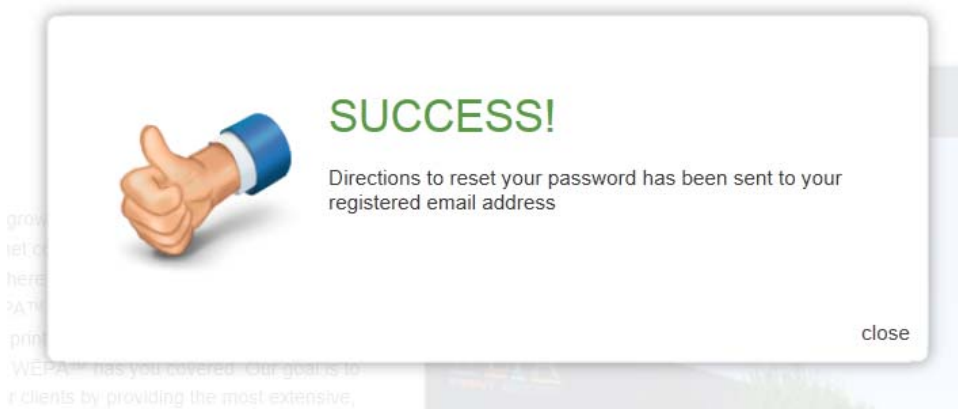
1. Go to <http://www.wepanow.com>
2. Click the “Forgot your password?” link in the upper-right corner of the page.



3. You will be presented with the Reset Password screen, enter your student email address in this username field and click Reset.



4. You should receive a notice that instructions to reset your password have been emailed to your student email account.



5. Login to your WCU student email account at <http://mail.student.wmcarey.edu> and locate a message from WEPA team support@wepanow.com with a subject of “Your account details” and follow the instructions in the email.

Hello Brantley Fryfogle

We have received a password reset request from you on our website.

Please click in the following link if this request was created by you, if not please omit this email.

***** *Link will be present in this area!* *****

WEPA Team
www.wepanow.com

- Once you click on the link provided in the email, you will be presented with the form to reset your password. Enter your new password and confirm.

Welcome back **Brantley Fryfogle**, we have received a password reset request from you on
Wed 24, Aug 2011, 12:17 PM.
Please use this form to create a new password.
Note: Your password is case sensitive.

New Password:
Confirm Password:



- If the password change was successful, you will receive a notice stating that the password was updated successfully.



- Once these steps are complete, you should be able to login to WEPA without any trouble, but if these steps fail to work for you or you continue to have trouble after completing these steps, please submit a request for support at <http://indigo.wmcarey.edu/help>.

Troubleshooting & Help

The William Carey University Information Technology Department, IT, provides assistance to students through a per request ticket based help system. In order to receive support with your IT needs, you must complete and submit a form that will provide necessary information to the IT Department for troubleshooting. The following chapter will provide information on accessing the necessary form for ticket submission.

If you need support from the Information Technology Department, please follow the instructions below to get the best response possible.

First step to troubleshooting!

1. If you receive an error when attempting to setup Outlook to connect to your SaderApps account, please complete the following steps before proceeding to ask for assistance from the Information Technology Office.
 - a. Login to the Indigo Portal
 - b. Click Change Password
 - c. Type your current WCU password in ALL three boxes
 - d. Click Submit
2. Allow at least 1 hour for your password to be synchronized to Google.
3. After 1 hour, attempt to setup your account in Outlook again.
4. If it still fails, please continue with the remaining instructions in the guide for submitting a trouble ticket to the Information Technology office.

Do you need to submit an online support ticket?

1. Navigate to <https://indigo.wmcarey.edu/help> in your web browser.
2. Fully complete the form provided.
3. Click Submit.

Want to change your WCU account password?

You will no longer be able to change your password from within D2L. All WCU passwords must be changed during the account setup process or from within the Indigo Portal. Follow the instructions below to change your WCU account password at any time.

1. Login to the Indigo Portal
2. Click on Change Password.
3. Click Submit.

Did you forget your WCU account password?

If you have forgotten your password, please go to <https://indigo.wmcarey.edu/student> and click on the Forgot your Password? link to attempt to reset your password. When you reset your password it will affect access to all of your WCU IT resources.