# Resetting Your Lumens Password

If you were set up by an OLLI staff member, your username is the first two letters of your first name and your entire last name.
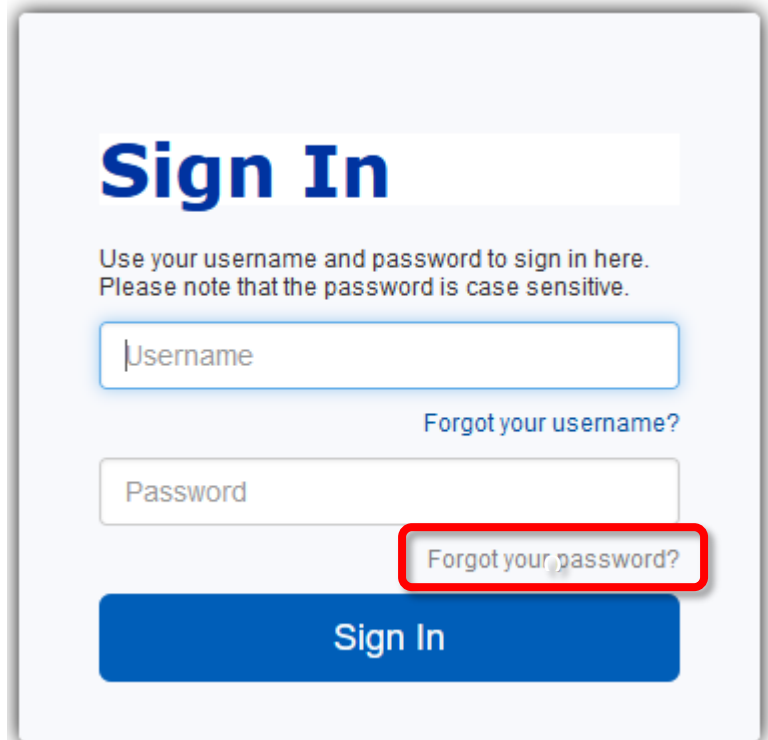
> **Name: Jane Smith**
> **Username: jasmith**

If you are not sure about your username, please email the OLLI office: learners@hsc.wvu.edu. Make sure to put your first and last name in the email message!

Resetting Your Password

1. Go to the OLLI Registration website: https://wvusph-olli.augusoft.net
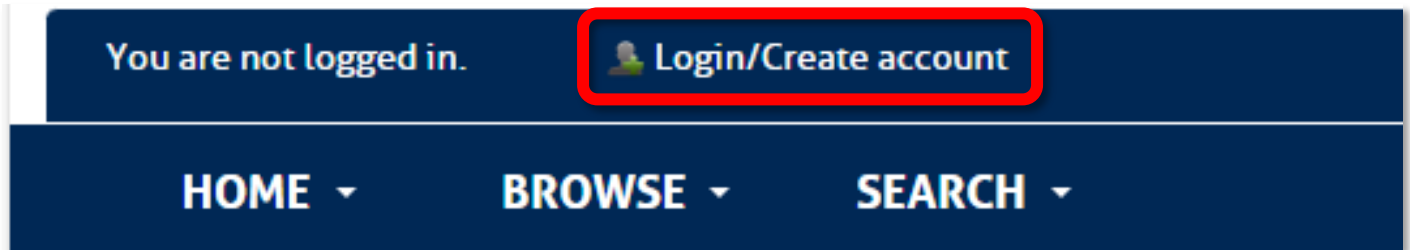
2. Towards the top of the page, in the yellow bar, cluck the link: **Login/Create account**.

3. When the page changes, scroll down to the **Sign In** section of the page. Click the **Forgot your password** link.

Reset Password Request

Please enter your user name and email address.
If they match the information on your profile, we will send you an email with a new password.
* denotes required fields

User name *   [Enter Username]

Forgot your username?

E-mail *   [Enter Email]

I don't have an email   ☐

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

[Submit]   [Cancel]

4. Enter your username. (If we set up your account, your user name is most likely the first two letters of your first name, and your last name.)

5. Enter the email address you gave when your account as created (this is the email account your class reminders are sent to).

6. Place a tick in the box beside **I'm not a robot**. Do the capatcha as requested.

7. Click **Submit**.

8. Within a few minutes, you should receive an email from **olli@hsc.wvu.edu** and the subject **password reset**.

9. Enter a new password, following all the password rules:

    A minimum 8 characters, must contain a number and any two of the following three: upper case, lower case, special characters (for example: (){}!@$%^&*).

Change Password

Reset your password here

Password: minimum 8 characters, must contain a number and any two of the following three: upper case, lower case, special characters (for example: (){}!@$%^&*)

Password   [   ]

Strength
☐ ☐ ☐ ☐

Re-enter Password   [   ]

[Save]

10. Click **Save**.

11. MAKE NOTE OF YOUR NEW PASSWORD AND STORE IT IN A SECURE LOCATION.