



Recover Your User Name

Table of Contents

Recover Your User Name i

Recover Your User Name 1

Recover Your User Name

You can use the Recover User Name wizard to recover your TeacherPortal user name.

User Information

The screenshot shows a web interface for recovering a user name. At the top left is a link 'Return to Login'. The main heading is 'Recover User Name'. Below it is a progress bar with three steps: 'User Information' (active, highlighted in red), 'Security Question', and 'Complete'. The 'User Information' section has the instruction 'Please enter Staff ID, Last Name and First Initial to recover your user name'. There are three input fields: 'Staff ID:' with a person icon, 'Last Name:' with a person icon, and 'First Initial:' with a magnifying glass icon. At the bottom right are 'Next' and 'Cancel' buttons.

Staff ID	Type your Student ID number.
Last Name	Type your last name.
First Initial	Type the first initial of your first name.

☐ Click **Next**.

If you entered the data correctly, the Security Question step opens.

Security Question

← Return to Login

Recover User Name

User Information **Security Question** Complete

Security Question

Answer Hint Question to verify identity

Question: what is your birthdate

Answer:

Back

☐ Type the answer to your security question in the **Answer** field.

Note: Your security answers are case sensitive.

☐ Click **Next**.


If you entered all required data, the Complete page opens.

Complete

← Return to Login

Recover User Name

User Information Security Question **Complete**



Congratulations! You recovered your user name successfully!
Here it is: **XXXXXXXXXX**

Your user name is displayed.

☐ Click **Finish**.

The Announcements page opens.