



## Recover Your User Name



# Table of Contents

<b>Recover Your User Name .....</b>	<b>1</b>
-------------------------------------	----------



# 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, there is a red header bar with a back arrow and the text 'Return to Login'. Below this, the main content area has a title 'Recover User Name'. A progress bar with three steps is shown: 'User Information' (highlighted with a red dot), 'Security Question', and 'Complete'. Below the progress bar, the section is titled 'User Information' with 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, there are two buttons: 'Next' (blue) and 'Cancel' (red).

<b>Staff ID</b>	Type your Student ID number.
<b>Last Name</b>	Type your last name.
<b>First Initial</b>	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   **Next**

☐ 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**

**Finish**

Your user name is displayed.

☐ Click **Finish**.

The Announcements page opens.



## Back Cover