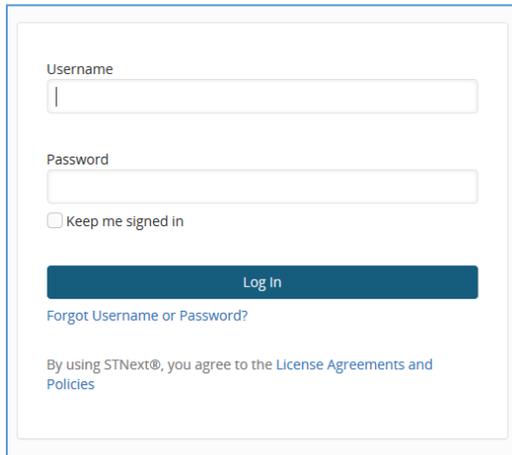


# STNext™ Forgot Password Help

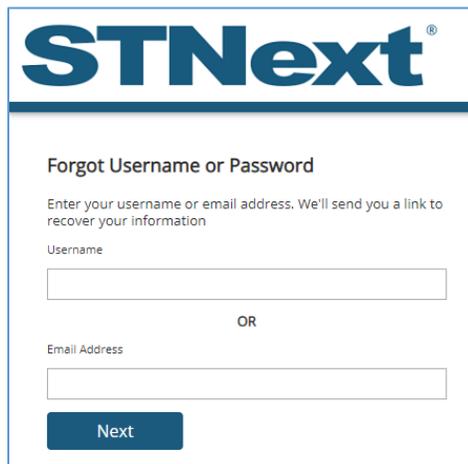
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1. Access the **Forgot Password** feature on the STNext login page by clicking **Forgot Username or Password?**

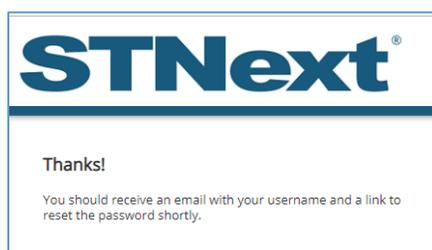


The screenshot shows the STNext login page. It features a 'Username' input field, a 'Password' input field, and a 'Keep me signed in' checkbox. Below these is a dark blue 'Log In' button. Underneath the button is a link that reads 'Forgot Username or Password?'. At the bottom of the form area, there is a line of text: 'By using STNext®, you agree to the [License Agreements and Policies](#)'.

2. Enter your **username or email address**, and then click the **Next** button:
  - If you **submit your username**, STNext will send an email containing a password change link to the email address on file.
  - If you **submit your email address**, STNext will confirm that it is on file, that it belongs to a single username only, and then send an email containing a password change link.



The screenshot shows the 'Forgot Username or Password' form. At the top is the STNext logo. Below it is the title 'Forgot Username or Password' and a sub-header 'Enter your username or email address. We'll send you a link to recover your information'. There are two input fields: 'Username' and 'Email Address'. Between the two fields is the text 'OR'. At the bottom of the form is a dark blue 'Next' button.

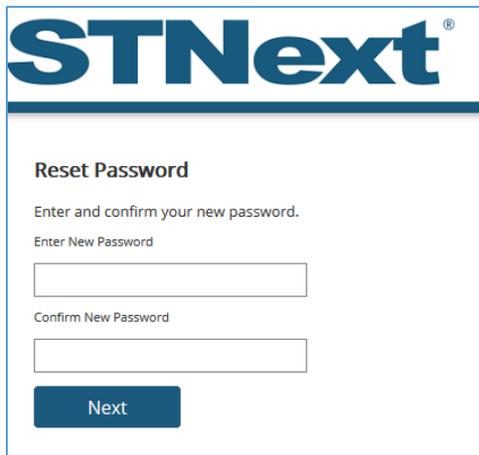


The screenshot shows the 'Thanks!' confirmation page. At the top is the STNext logo. Below it is the text 'Thanks!' followed by a message: 'You should receive an email with your username and a link to reset the password shortly.'

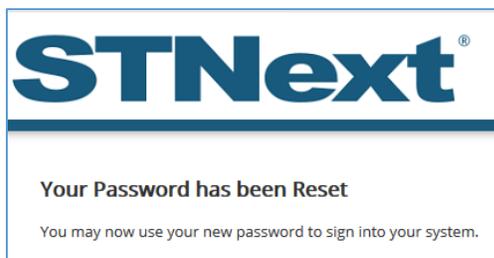
- When you click the reset link in the email, you will open the **Reset Password** page. Enter your new strong password in both fields and then click the **Next** button.

Strong password requirements:

- **7-15** characters
- **Cannot be the same as username**, and must **contain at least 3 characters not found in username**
- At least **3 characters different** from your **previous password**.
- Includes **at least 3** of the following:
  - Lowercase letters
  - Uppercase letters
  - Numbers
  - Non-alphanumeric characters (examples: @, #, %, &, \*, !)



The screenshot shows the STNext logo at the top. Below it, the heading "Reset Password" is displayed. The instructions "Enter and confirm your new password." are followed by two input fields: "Enter New Password" and "Confirm New Password". A blue "Next" button is positioned at the bottom of the form.



The screenshot shows the STNext logo at the top. Below it, the heading "Your Password has been Reset" is displayed. The message "You may now use your new password to sign into your system." is shown below the heading.