

Step 1 - Sign in to WISER Self-Service.



1. Go to <http://wiser.umb.edu> and click either **Student Self Service** or **Faculty Self Service**.
2. Enter your User ID, with UMS in upper case
3. **Enter your initial password:**
First letter of your last name in upper case
Second letter of your last name in lower case
Your date of birth in the format MMDDYYYY
 (For example, John Smith, born on July 4, 1982, would enter Sm07041982)
4. Click **Sign In**.
5. The system will tell you that your password has expired. Click to **change your password**.

Step 2 – Create a new password




1. In the Old Password field, enter the password you just entered:
First letter of your last name in upper case
Second letter of your last name in lower case
Your date of birth in the format MMDDYYYY
2. Make up a new password:
Must be at least 8 characters long
May not contain: your name, your date of birth, your Social Security number
Must have at least one upper-case letter
Must have at least one lower-case letter
Must have at least one number

3. Enter the new password twice, in the New Password and Confirm Password fields.
4. Click **Change Password**.

 When your new password is accepted, you will be required to answer two secret questions.

Step 3 – Answer the secret questions and sign in.



The screenshot shows a web page titled "password management" with a padlock icon. Below the title, it says "Answer secret questions" and "Username: Smith, Judy." A note explains that answering these questions allows for password resets. There are two text input fields: "What is your Parent/ Guardian's (i.e., Mother's) maiden name?" and "What is your Father's or Parent/ Guardian's middle name?". A "Submit" button is at the bottom.

1. By replying to the secret questions, you will be able to reset your WISER password electronically using your UMass Boston e-mail account.
2. Enter the requested information. (Note: the system does not know your family members. It does not matter what you enter as long as you remember what you entered.)
3. Click **Submit**. You will be redirected to the sign in page (as in Step 1 above).
4. Enter your **new** password and click **Sign In**.

NEED HELP?

If you need help using these web features, please contact IT User Services:

- If off campus, call 617-287-5220
- If on campus, visit the 1st Floor of the Quinn Administration Building, or call 7-5220