

## Step 1 - Sign in to WISER Self-Service.




1. Go to <http://wiser.umb.edu> and click either **Student Log-on to WISER** or **Faculty Log-on to WISER**.
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**  
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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 paragraph of instructions follows: "In order to be able to reset your password in the future, please answer the 2 confidential questions below. By answering these questions you will be able to automatically reset a forgotten password should you ever need to. Please note that your answers are shown in clear text so do not enter this information if the answers are visible to anyone nearby." There are two text input fields: the first is labeled "What is your Parent/ Guardian's (i.e., Mother's) maiden name?" and the second is labeled "What is your Father's or Parent/ Guardian's middle name?". A "Submit" button is located at the bottom of the form area.

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 1<sup>st</sup> Floor of the Quinn Administration Building, or call 7-5220