

Resetting Your Lumens Password

If you were set up by an OLLI staff member, your username is the first two letters of your first name and your entire last name.

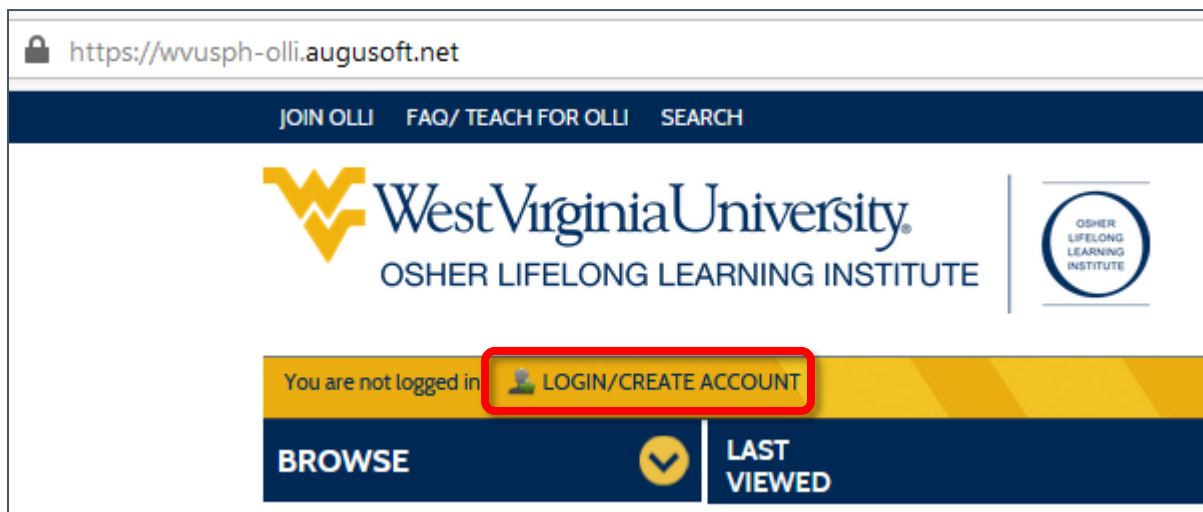
Name: Jane Smith

Username: jasmith

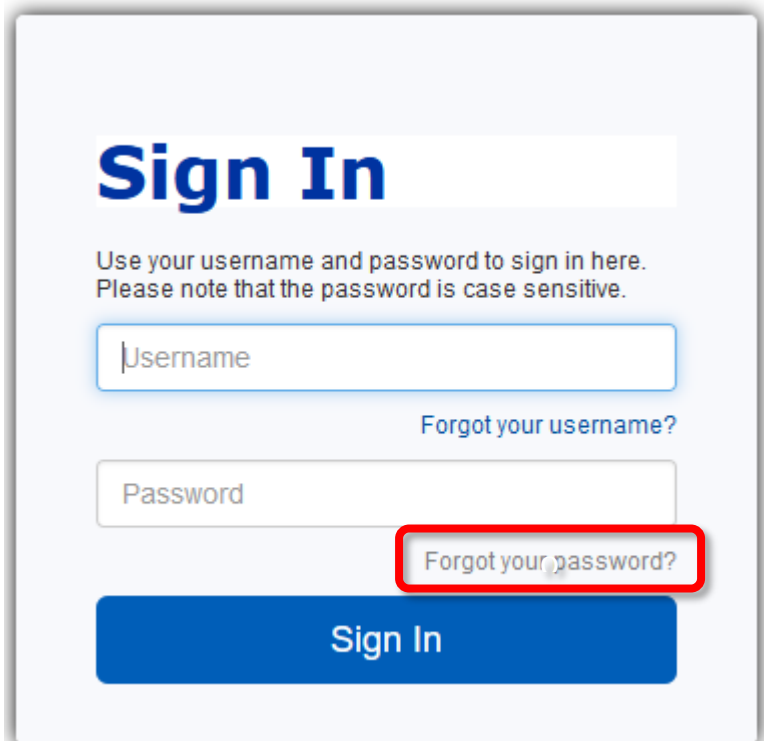
If you are not sure about your username, please email the OLLI office: learners@hsc.wvu.edu. Make sure to put your first and last name in the email message!

Resetting Your Password

1. Go to the OLLI Lumens website: <https://wvusph-olli.augusoft.net>



2. Towards the top of the page, in the yellow bar, click the link: **Login/Create account**.
3. When the page changes, scroll down to the **Sign In** section of the page. Click the **Forgot your password** link.

A screenshot of the 'Sign In' page. The title 'Sign In' is in large blue font. Below it is the instruction: 'Use your username and password to sign in here. Please note that the password is case sensitive.' There are two input fields: 'Username' and 'Password'. A red-bordered link 'Forgot your username?' is located below the Username field. Another red-bordered link 'Forgot your password?' is located below the Password field. At the bottom is a large blue button labeled 'Sign In'.

Reset Password Request

Please enter your user name and email address.

If they match the information on your profile, we will send you an email with a new password.

* denotes required fields

User name *

[Forgot your username?](#)

E-mail *

I don't have an email

I'm not a robot



reCAPTCHA
Privacy - Terms

Submit

Cancel

4. Enter your username. (If we set up your account, your user name is most likely the first two letters of your first name, and your last name.)
5. Enter the email address you gave when your account was created (this is the email account your class reminders are sent to).
6. Place a tick in the box beside **I'm not a robot**. Do the captcha as requested.
7. Click **Submit**.
8. Within a few minutes, you should receive an email from **olli@hsc.wvu.edu** and the subject **password reset**.
9. Enter a new password, following all the password rules:
10. minimum 8 characters, must contain a number and any two of the following three: upper case, lower case, special characters (for example: (){}!@\$%^&*).
11. Click **Save**.

Change Password

Reset your password here

Password: minimum 8 characters, must contain a number and any two of the following three: upper case, lower case, special characters (for example: (){}!@\$%^&*)

Password

Strength

Re-enter Password

Save

12. MAKE NOTE OF YOUR NEW PASSWORD AND STORE IT IN A SECURE LOCATION.