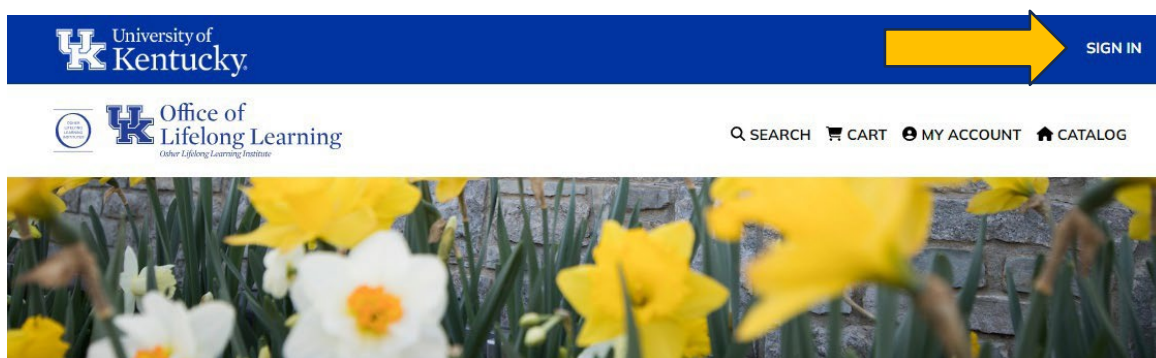




OLLI at UK Registration Website Username & Password Management (How to Find Username & Reset Password)

1. Go to <https://olli.uky.edu/uky>
2. Click on **"SIGN IN"** in the blue bar at the top right corner of the page.



3. Go to the **"Sign In to Existing Account"** box (ignore "Create New Account")
4. Below the **"SIGN IN"** button, you have 2 options: **"Find My Username"** & **"Reset My Password"**

Sign In to Existing Account

Username:

Password:

SIGN IN

[Find My Username](#)
[Reset My Password](#)

Find My Username

1. Click the **“Find My Username”** link. Then enter in the email you set for the account.



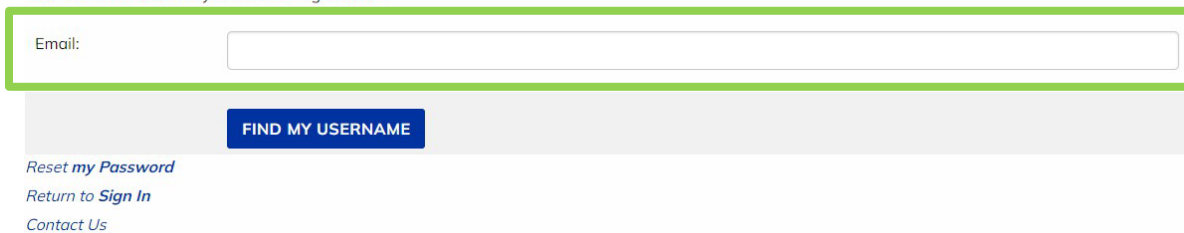
Username Recovery

If you are unable to log in or forgotten your username, please follow the instructions below.

To recover your Username:

1. Enter the email address* associated with your student account.
2. Click on the "Find my Username" button
3. An email will be sent to you that includes any username associated with your email address.
**Note: The email address must be the same as the one you entered when creating your profile.*

Enter the email address you used for registration.

A screenshot of the Username Recovery form. It features an "Email:" label followed by a text input field. Below the input field is a blue button labeled "FIND MY USERNAME". At the bottom of the form, there are three links: "Reset my Password", "Return to Sign In", and "Contact Us". A yellow arrow points down to the "FIND MY USERNAME" button.

2. Go to your email, and look for a message that says, **“Username recovery”**. Click on it, and this is what the message will look like:

Your username recovery request has been received.

Here is the username information you requested from our website: **nfarr1**

You may use your username to log into your account here:

If you have a question or comment, please feel free to reply to this email, or call the OLLI at UK office at (859)257-2656.

Thank you!

3. You will now be able to view the username in bold.
4. You can copy/paste this username from the email into the **“Username”** section of the **“Sign In to Existing Account”** box on the Sign In page.

Reset My Password

1. Be sure that you know your username and email set for your account, as both are required for a password reset. If you do not know your username, refer to the **Find My Username** page before this one.
2. Click the **"Reset My Password"** link. Then enter your Username and Email. After that, click the **"RESET MY PASSWORD"** button.



Password Reset

If you have forgotten your password, please follow the instructions below.

To reset your Password:

1. Enter the unique username associated with your student account.
2. Enter the email address associated with your student account.
3. Click on the Reset my Password button.
4. An email will be sent to you with a link to reset your password.

Username:

Email:

[Find my Username](#)
[Return to Sign In](#)
[Contact Us](#)

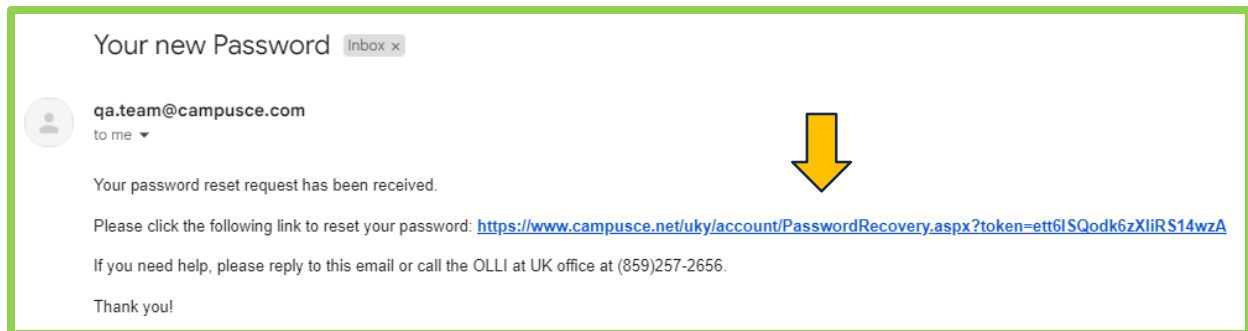
RESET MY PASSWORD

3. If you entered in both correct, you will see green text that reads **"Email has been sent to the email address"**. If you see red text instead, either the Username, Email, or both are incorrect.

RESET MY PASSWORD

Email has been sent to the email address.
[Find my Username](#)
[Return to Sign In](#)
[Contact Us](#)

- Now you will need to go to your email and check for an email that says, **“Your new Password”**. The message will look like this example below. Be sure to click the link to be taken to the Password Reset page:



- You will be directed back to the registration site, now on a new page specifically for setting a new password:



Password Reset

If you have forgotten your password, please follow the instructions below.

To reset your Password:

- Enter the unique username associated with your student account.
- Enter the email address associated with your student account.
- Enter the new password you want to use on your student account.
- Confirm the password.
- Click on the 'Reset my Password' button.

Please note, this password link will expire if not used within four hours.

Username:	<input type="text"/>
Email:	<input type="text"/>
New Password:	<input type="password"/> 
Confirm Password:	<input type="password"/> 

[Contact Us](#) / [Sign In](#)


[RESET MY PASSWORD](#)


- Be sure to follow all instructions on the page. Make sure the password has a **minimum of eight characters**, and make sure it is the same in **“New Password”** and **“Confirm Password”**. (You can use the Eye symbols to view your password and make sure it matches in both boxes).
- After entering in the Username, Email, and new password in both boxes, click on the **“RESET MY PASSWORD”** button.

8. You will see green text that says **“Password has been reset. Click here to sign in.”** Click directly on **“Click here to sign in”**.

Username:

Email:

New Password: 

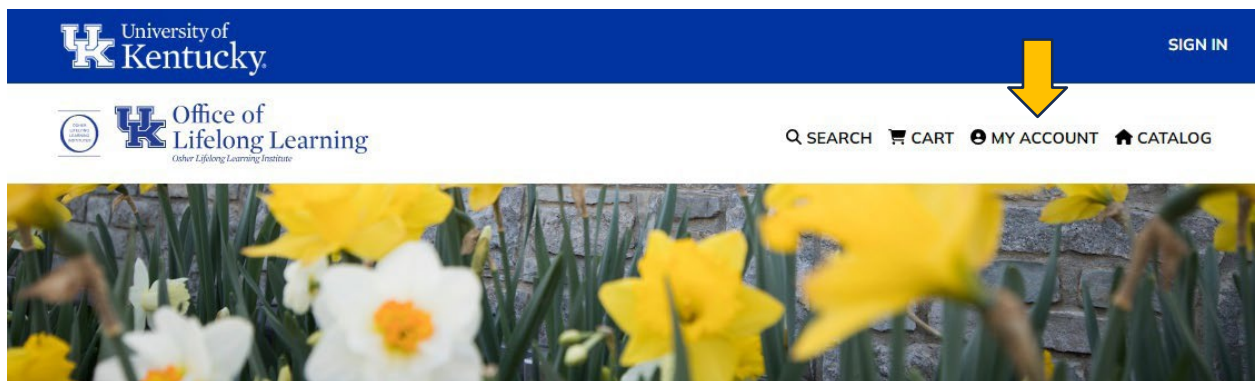
Confirm Password: 

[RESET MY PASSWORD](#)

Password has been reset. Click here to sign in.

[Contact Us](#) / [Sign In](#)

9. You will then be taken back to the Sign In page and in the **“Sign In to Existing Account”** box, use your username and new password that you just set.
10. When you are signed in, you can also access the **“MY ACCOUNT”** button in the top white bar.



11. You will see various links under Account Overview. If you want to change your username or password while signed in, click on **“Username and Password”**

Account Overview

The Account Overview page allows you to review and correct your contact information (My Profile), change your Username and Password, review the orders you've placed and see the classes you've signed up for.

- [My Profile](#)
- [Username and Password](#)
- [History](#)
- [Class List](#)
- [My Membership](#)
- [Course Priorities](#)
- [Certificates List](#)
- [Make a Payment](#)
- [Member Information](#)

12. You will then be able to change your username and password from this page, if you ever prefer to do so. **“Change Password”** will require your old password in the first box. If you do not remember the old password, you will need to click **“SIGN OUT”** in the top blue bar, then click **“Reset My Password”** in the **“Sign In to Existing Account”** section. Then proceed with steps 3 – 8 as listed in this guide (starting on page 3).

Change Username

Your current username: **nfarr1**

New Username:

CHANGE USERNAME

Change Password

Temporary/Old Password:



New Password:



Retype Password:



CHANGE PASSWORD