

# **Username & Password Information for Parents/Guardians/Other**

**Forgot your username & password? Don't worry!**

Your student is able to retrieve this information for you at any time.

## **Usernames**

For security purposes, usernames cannot be reset or sent directly to authorized users (parents/guardians/other). If you have lost or forgotten your username, you must contact your student to retrieve this information. Le Moyne College personnel do not have access to this information and if contacted, we will ask you to contact your student.

When contacting your student, you may remind them that your username is located in the Student Access Module (SAM) within the "Grant Rights" screen. It will be listed next to your email address. Your username does not change and cannot be reset. Usernames will only be released at the student's discretion.

## **Passwords**

Your student is the only individual who will have the ability to reset your password. If Le Moyne College is contacted about a lost/forgotten password, we will instruct you to contact your student for this information. Instructions for resetting a password are available for students on the Student Access Module (SAM) website. Once your password is reset by your student, you will receive an email notification with a temporary password. You will be asked to provide a new password after logging in to WebAdvisor.

NOTE: Your username will not be provided in your password reset email. Please see the instructions above about retrieving your username.