**Overview**  
WAWF has a number of methods in which a user can reset their password without needing a GAM to take any action. There is a password reset option on the WAWF main page, they can reset their own password from within their login, and if their password has expired WAWF will allow the password to be changed provided the user correctly answers the security questions. As it is there may still be some cases where the user is unable to reset their own password and will require their GAM to step in and take action.

**Procedure**  
Follow the steps below to reset a User’s Password in WAWF.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>After Logon, click on the Administration Console link at the top of the screen.</td>
</tr>
<tr>
<td>2</td>
<td>Click the User link at the top of the screen.</td>
</tr>
<tr>
<td>3</td>
<td>Click the <strong>Reset Password</strong> link</td>
</tr>
</tbody>
</table>

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*Continued on next page*
### Resetting Password

**Procedure**  The steps below are continued from the previous page.

(continued)

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Enter the User ID, and then click the <strong>Submit</strong> link.</td>
</tr>
</tbody>
</table>

![Image of password reset form]

**Reset Password**

- **User ID**: CAPTest11
- **Email Address**: user@test.ch.aka.mil
- **Title**: Officer
- **Password Security Question 1**: Where is your high school located?
- **Password Security Answer 1**: [Enter answer]

*Click the 'Submit' link to reset the password or click the 'Return' link to return to the previous page.*

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Confirm that the information matches the user requesting the password reset. Then click the <strong>Submit</strong> link.</td>
</tr>
</tbody>
</table>

![Image of password reset form]

**Reset Password**

- **First Name**: John
- **Last Name**: Doe
- **Commercial Phone**: 123-456-7890
- **DIN Phone**: [Enter phone number]
- **Title**: Officer
- **Organization**: Test Unit
- **Rank/Grade**: Captain
- **Password Security Question 2**: What is your pet's name?
- **Password Security Answer 2**: [Enter answer]
- **Password Security Question 3**: What is your favorite color?
- **Password Security Answer 3**: [Enter answer]

*Click the 'Submit' link to reset the password or click the 'Return' link to return to the previous page.*

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>The one time password provided will need to be emailed to the user to inform them of their new temporary password so they can once again access WAWF.</td>
</tr>
</tbody>
</table>

*Click the 'Submit' link to reset the password or click the 'Return' link to return to the previous page.*

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**SUCCESS**: The password has been reset. The new one time password is: #AT7bG@j68. This password should be transferred via phone and/or secure fax ONLY. The one time password should NOT be emailed and should ONLY be given AFTER the user has been authenticated. An email has been sent to CAPTest11 to inform them of the password change.