

Recovering a Forgotten Password or Username

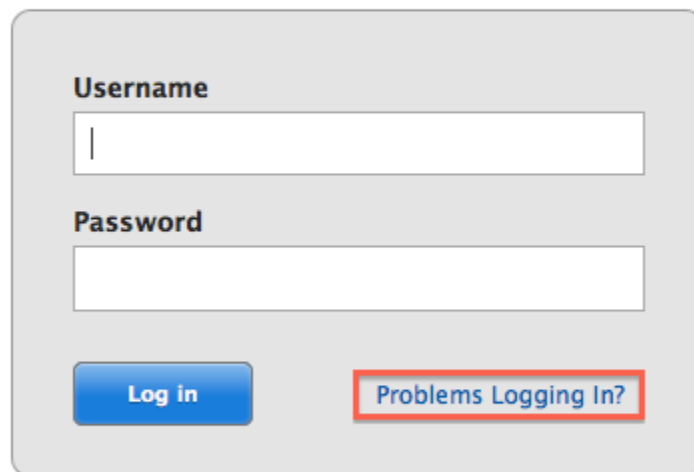
Summary

If you have set up a recovery email address, you can use the steps below to recover a lost password or username through email. This system can be used by applicants, students, or alumni. For steps on how to set up a recovery email address, click [here](#). This is only used for active Bethel Community Accounts. Applicants are unable to use this process.

Details

1. Go to IAM at iam.bethel.edu.
2. On the log in screen, click **Problems Logging In?**

BETHEL
UNIVERSITY



Username

Password

Log in **Problems Logging In?**

3. From this view, you can choose if you would like to recover a username or password. If you choose to recover your username, it will ask you to enter your non-Bethel email.

Problems logging in?

- [I don't know my password](#)
- [I don't know my username](#)
- [I need to activate my account](#)

If you have any other questions, please contact the [ITS Help Desk](#).

4. If you choose to recover your password, you will type in your username to the field shown.

Forgot Password?

Enter your username:

5. In the text, click the link entitled **account recovery by email**.

Forgot Password?

You may [answer challenge questions](#) or use [account recovery by email](#). If you cannot remember your challenge responses or complete the account recovery by email process, you will need to [contact the appropriate office](#) and go through account activation.

6. A message will then appear confirming that your password was sent to the appropriate email address.

Forgot Password?

An email was sent to the address we have on file for your account. If you have changed your email address since activating your Bethel account, the message may have been sent to an old address. If you do not receive the email within a few minutes, please check your spam filter. If you cannot complete the account recovery process, you will need to [contact the appropriate office](#) and go through account activation.