How to Reset Your Password

**Step 1:** Go to [www.uakron.edu/access](http://www.uakron.edu/access) and select **STARS Online Services**.

**Step 2:** On the left hand side, click **Reset My Password**.

**Step 3:** Enter your username and the captcha and click **Reset My Password**.

**Step 4:** Check your UA email for your new temporary password. If you have not received an email within 10 minutes, please contact the Office of Accessibility to check if your username or profile is inactive.

**Step 5:** Once you have your temporary password, return to the STARS homepage and enter your username and the temporary password. You will be directed to a page in which you will need to create a new password. Remember, your password must include at least one capital letter and one number.

**Step 6:** Now sign back into your account with your updated information. You will be directed to your Dashboard.