What to do if you cannot remember your Moodle password

1) Open your web browser (If the NWHSU Home page does not appear type http://www.nwhealth.edu into address bar).

2) Open a new tab in your web browser and type in http://moodle.nwhealth.edu in the address bar.

3) In the main Moodle page locate the Moodle Login block and click on Lost password?.

4) In the Forgotten password screen type in either your username or your GroupWise email address and click on the "OK" button.

5) Click on the "Continue" button. This will take you back to the main Moodle page.

6) Click on the tab with the NWHSU Home page.

7) Click on the “GroupWise E-Mail icon on the NWHSU home page.

8) Login to your GroupWise email account.

9) Open the email with "NWHSU Moodle: Change password confirmation" in the Subject.

10) Click on the link provided in the email.

11) In the Forgotten password screen and click on "Continue" button.

12) Go back to your GroupWise email account and click on “Update”.

13) Open the email with "NWHSU Moodle: Changed password" in the Subject.

14) Highlight and copy the password provided and click on the link provided (or go back to the Moodle page with login box).

15) Paste the password and click on the "Login" button.

16) Paste the password provided in the email in to the “Current Password” box.

17) Type in a password you will remember in the "New password“ box.

18) Type in the same password you put in Step 11 in the "New password (again)" box.

19) Click on the “Save changes” button.

20) Click on the “Continue” button.

21) Click on the small blue Moodle.

22) Locate the course you wish to enter in the “My course” list and click directly on it to enter your course.