



Retrieving Your User ID and/or Password Faculty/Staff & Students

* If you know your User ID, but have forgotten your password, please skip to page two, "How to Recover your Password"

• How to recover your **User ID**

- Go to the e-Campus home page at www.uri.edu/ecampus
- **Click** the "Forgot Your User ID" graphic in the upper right corner

Home > [URI Community Access](#) > [URI Community Access](#) > [Tasks](#) > **Forgot My User ID**



e-Campus Forgot My User ID

Identify Yourself

Please fill in the following form so we can match you to your information with the University of Rhode Island. The information below is only needed to find your records with the University's e-Campus system. This will ensure that you will have proper access to e-Campus.

***First Name:**

***Last Name:**

Search using either your URI ID or Social Security #:

URI ID **Social Security #**

*** URI ID:**

* required field

Note: URI ID match in our student and are required do not know eCampus he

In the appropriate text boxes,

- **Enter** your first name (exactly as the University has on file)
- **Enter** your last name (exactly as the University has on file)
- **Enter** your URI ID or Social Security Number (make sure you check the appropriate radio button)
- **Click** Continue, a page should be immediately displayed showing your e-Campus User ID

• How to recover your **PASSWORD**

In order to recover your forgotten password, you must know your User ID. If you do not remember your User ID, please see the previous section of this document or refer to the help contact information at the end.

If you have successfully registered for an e-Campus account, then you have also (during registration) entered a "question" along with an "answer" to be asked in the event you forgot your password.

- Start from the e-Campus log on page. This is the page where you actually enter your User ID and password
- Once you get to this page DO NOT ENTER a user ID or password, leave these fields blank and just:
 - **Click** the Forgot your password? link located just above the "Sign In" button

It should bring you to the following screen:

[Home](#) > [PeopleTools](#) > [Maintain Security](#) > [Use](#) > **Forgot My Password** [New Window](#)

Forgot My Password

If you have forgotten your password, or your password has expired, you can have a new password emailed to you.

Enter your User ID below. This will be used to find your profile, in order to authenticate you.

User ID:

- **Enter** your e-Campus User ID
- **Click** the Continue button

Note: This password recovery will only work if you have entered a valid email address in your e-Campus user profile. If the email address you have on file is no longer valid or obsolete refer to the help contact information at the end of this document.

It should bring you to the following screen:

[Home](#) > [PeopleTools](#) > [Maintain Security](#) > [Use](#) > **Forgot My Password** [New Window](#)

Forgot My Password

User Information	
User ID:	userID
Email ID:	<input type="text" value="userID@mail.uri.edu"/>

Please answer the following question below for user validation.

Question: mother's maiden name

Response:

• How to recover your **PASSWORD** (continued)

- Answer your question exactly how you entered it when you registered your User ID
- **Click** the Email New Password Button

If you have registered multiple email addresses in your e-Campus profile, you may select the desired one from the Email ID option box.

If you answered the question correctly, your new password will be randomly generated and reset. It will be sent to the email address listed in your e-Campus account within several minutes.

If you answered the question incorrectly, you will receive an immediate on-screen notification that your answer was not correct.

Help/Contact Information

What to do if:

- Your email address on file is no longer valid, preventing you from receiving the email with your new password.
- You cannot remember the answer to your question to generate a new password
- You followed the steps on page 1 to recover your User ID and are still unable to obtain it

Contact the e-Campus Help Desk at (401) 874-9352

Before you call please read: Please do not call the Help Desk until you have followed the steps outlined in this documentation. When you call the Help Desk you should be at a computer with an Internet connection. Only the individual who owns the e-Campus account can call; do not call for someone else, including if they are employees in a department of the University. You will be required to provide identifying information about yourself to the Help Desk staff. If verification is successful, you will be given a temporary password so you can log into your account and then change the password and/or update your email address.