

BlazerNet User Troubleshooting

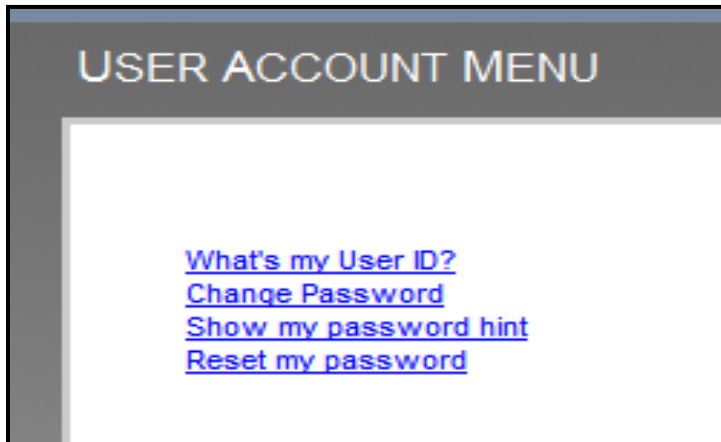
This document will help users with the following problems in BlazerNet:

- Find your user id
- Change your password
- Show your password hint
- Reset your password
- Logging into BlazerNet

From the initial BlazerNet screen → click “LookUp BlazerNet id” link as shown below:



The following menu will be listed:



A brief description of each option follows.

What's my User ID ?

This option will display the User ID on the screen.

What's my User ID?

In order to retrieve your User ID you must fill in your last name and one of the two additional identifying numbers.

* = Required

Last Name*

SSN

OR

College ID

The user will need to fill in some information:

1. Last Name (required)
2. Social Security Number or your College student identification number
(College student identification number – all 7 digits must be entered)

After you fill in the necessary information – click the “Submit” button

The User ID will be displayed on the screen.

Change Password

This option will allow the User to change their password.

Change Password

Your new password must be 6 to 9 characters in length and include both letters and numbers.

* = Required

User ID:*	<input type="text"/>
Old Password:*	<input type="text"/>
New Password:*	<input type="text"/>
Confirm Password:*	<input type="text"/>
My password hint:	<input type="text"/>

The user will need to fill in some information:

1. BlazerNet User ID (required)
2. Old Password (required)
3. New Password (required)
4. Confirm the New Password (required) – the same as item 3
5. Password hint (optional)

New Password requirements:

- a. 6-9 characters in length
- b. Must contain letters and numbers

After you fill in the necessary information – click the “Submit” button

The password has been changed.

Show my password hint

This option will hint that you entered when changing your password (optional).

Show my password hint

* = Required

BlazerNet ID*

The user will need to fill in some information:

1. BlazerNet User ID (required)

After you fill in the necessary information – click the “Submit” button

The Password Hint will be displayed on the screen.

Reset my password

This option will reset your password and send an email notice to your email account.

Note: you will need to know your user id and password to access the email account.

Reset my password

In order to retrieve your User ID you must fill in your last name and one of the two additional identifying numbers.

* = Required

Last Name*

SSN

OR

College ID

The user will need to fill in some information:

1. Last Name (required)
2. Social Security Number or your College student identification number
(College student identification number – all 7 digits must be entered)

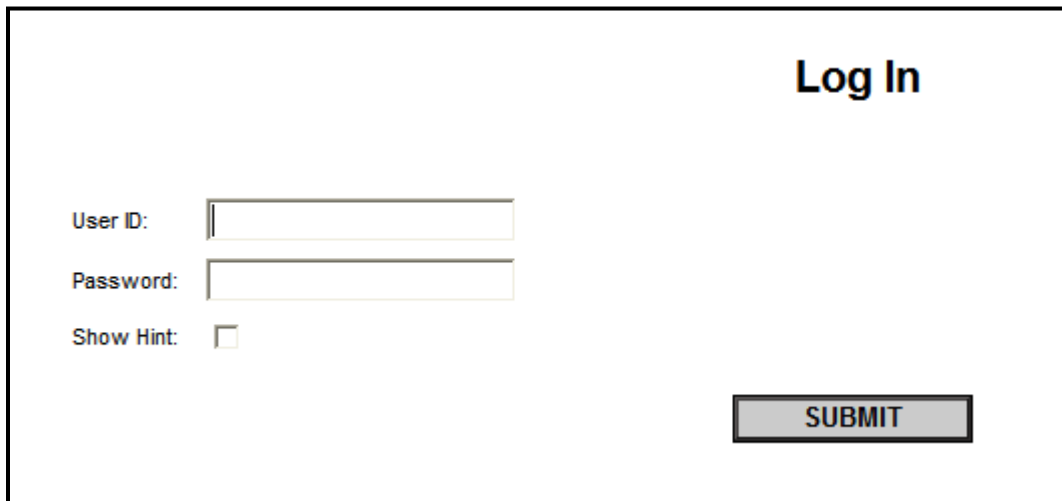
After you fill in the necessary information – click the “Submit” button

Check your email account to retrieve your new password.

Logging into BlazerNet

Information to know about logging into BlazerNet:

1. User ID must be entered in with **lower case characters (sdavis not SDAVIS)**
2. first time getting into BlazerNet or your password was reset by College staff
 - password is the users' birthday in the format of mmddyy
 - mmddyy (2 digit month 2 digit day 2 digit year)
 - example: birthday is January 3, 1988 – enter 010388
3. click the “Submit” button



The image shows a login form titled "Log In" in the top right corner. On the left side, there are three labels: "User ID:", "Password:", and "Show Hint:". Each label is followed by a corresponding input field: a text box for the User ID, a text box for the Password, and a checkbox for "Show Hint:". In the bottom right corner of the form, there is a rectangular button with the word "SUBMIT" in all caps.