

STEP 1- Go to a computer

- ▶ **Are you away from campus at a computer with internet access?**
 1. Type **my.ufv.ca** into a web browser
 2. Go to the **Secure Access Login** area of **myUFV**
- ▶ **Are you on-campus in a UFV computer lab or at a UFV Library computer?**
 1. Turn on a computer and wait for the login prompt

STEP 2 - Type your user name

- Your computer **user name** is your **student number**
- It is **nine numbers** (such as 300099999)
- It is printed on your campus card and your course registration receipt

STEP 3 - Type your password

The **first time** you log in to the UFV network:

- Your default password is set to your **date of birth**
- It is **six numbers** in the format of **yyymmdd**
Example: February 17, 1984 is 840217
 - ▶ **yy** (last two digits of year) **84**
 - ▶ **mm** (numeric month) **02**
 - ▶ **dd** (day of your birth) **17**

Step 4 - Set your security question in myUFV

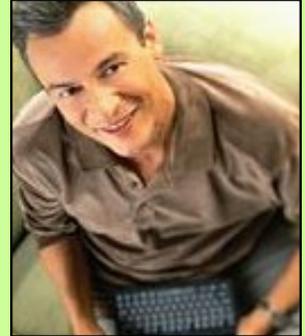
Once you successfully log into myUFV, **set a security question** to assist you in the future in case you forget your password.

- Choose the **Home** tab, click on **Personal Information**, then click on **Change Security Question**
- Select a security question from pull-down or type your own question
- Type your security answer which is **case-sensitive** and limited to **30 characters**

Step 5 - Change your default or current password

To access certain higher secure areas of myUFV, you will be asked to change your default password to a personal password only you would know:

- Choose a **new** and **different** personal password that is exactly **six numbers**
- Please wait **15 minutes** before using your password for the first time
- In the future, you can change your password by choosing the **Home** tab, clicking on **Personal Information**, and then clicking on **Change Your PIN**



Need Assistance?

See the back of this page for self help information and also who at UFV can assist you to setup your account.



Scan the code
for IT Services

Find your student number.

Admissions & Records (A&R) can provide your student number if you visit them in person and show proper photo identification (ID).

Account suspension?

More than **five unsuccessful** attempts to log in to your myUFV account will temporarily suspend it. Wait half an hour or longer and try to log in again using your correct information.

Forgot your password? Use your security question to reset it.

Use your **security question** to log in to your *myUFV* account. **Note:** If you haven't previously entered a security question-answer in myUFV, this function will not work and UFV will have to reset your password (See below: **Your password needs to be reset by UFV**).

- ▶ Go to **my.ufv.ca**
- ▶ Under the **Help & Information** section
- ▶ Choose **Reset your password**
- ▶ **Important:** Enter only your student number in the **User ID** box. Leave the **PIN** box empty. Click on **Forgot PIN?**
- ▶ You will have **only five attempts** to correctly answer and exactly match your security question on file or your *myUFV* account will be disabled.

Account Disabled?

If there has been more than **five incorrect attempts** to answer your security question, your account will be disabled. If this happens, your password can be reset by **Admissions & Records (A&R)** or the **IT Services Help Desk**.

Student password expiry.

Inactive student accounts will expire if you have not logged into your myUFV account for a long period of time. Please have your password reset if you no longer have myUFV access.

Your password needs to be reset by UFV.

To have your password reset back to your **birth date**, you have **three options**:

If you are on a UFV campus:

▶ **In person:** Bring photo ID such as your campus card to any **Admissions & Records office** or to the **IT Services Help Desk** and request a password reset.

If you are away from a UFV campus:

▶ **FAX:** Fill out and sign a **Reset myUFV Access** form available online at **ufv.ca/ar/forms**. Fax the form to Admissions and Records along with a photocopy of your photo ID. Your signature on your photo ID must match your signature on the form.

▶ **Scan/Email:** Complete the **Reset myUFV Access** and scan/email it along with photo to **reginfo@ufv.ca**. Your signature on your photo ID must match your signature on the form.

Admissions & Records

Hours of operation:

www.ufv.ca/ar/contact

Email: reginfo@ufv.ca

Toll free: 1.888.823.8734 (use only if outside one of the calling areas listed below)

Abbotsford

33844 King Road, Abbotsford

Telephone: 604-854-4501

Fax: 604-853-0138

Chilliwack

Canada Education Park

45190 Caen Avenue

Telephone: 604-795-2802

Fax: 604-792-2814

Mission

33700 Prentis Avenue

Telephone: 604-557-7603

Fax: 604-826-0681

Hope

1250 7th Ave

Telephone: 604-869-9991

Fax: 604-869-7431

IT Services Help Desk

Hours of operation:

www.ufv.ca/its/contact_us

Abbotsford - B243

33844 King Road, Abbotsford

Telephone: 604-864-4610

Email: helpdesk.its@ufv.ca

Knowledge Base

ehelpdesk.ufv.ca

IT online resources

Please wait **15 minutes or longer** after any myUFV change before you log in again to allow time for the network to **synchronize all of your computer accounts**.