Changing your User Portal Password

If you cannot log in to your User Portal to access your credential information or certificate, you can:

- Submit a password reset request at https://wise.unt.edu/content/password-reset-request
- Contact us at 940-565-4000
- Or email us at untwise@unt.edu

Once our staff resets your password, you will receive an email with a temporary password and step-by-step instructions on how to change your password. You can choose to keep the temporary password or change it.

1. Use the temporary password to log in at https://wise.unt.edu/user.

2. Hover over '*User Portal*' at the black menu bar at the top of your screen to reveal a drop-down menu.

3. Click on '*Edit User Info*.'

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UNT WISE Portal

First Name: John
Last Name: Doe
I understand UNTWISE will share the above information with TWS-VRS (formerly DARS).:
Yes
State:
Texas
Agency Name:
UNT WISE
Agency Address:
12345 University Lane
Agency State:
Texas
Completion Date - Blind Premium Endorsed:
N
Completion Date - JST: 3/31/23
Expiration Date - JST: 3/31/26

4. This will bring you to a web page where you can view your account information.

5. A floating menu with an '*Edit*' button will be at the bottom center of your screen.

6. Click on '*Edit*'.

University Links
MyUNT | Canvas | EagleConnect | UNT Directory | UNT Map | Jobs   VIEW   EDIT   TRACK   ORDERS

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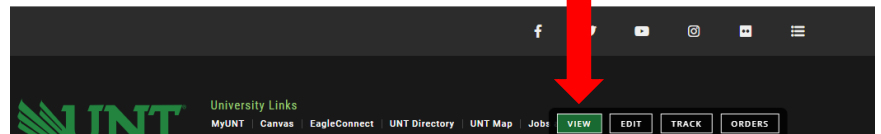
7. In the '*Current Password*' field, input the temporary password.

8. In the '*Password*' field, input your desired password. Then, input it again in the '*Confirm Password*' field.

Current password

More information?

E-mail address *

jdoe@gmail.com

More information?

Password

Password strength:

Confirm password

To change the current user password, enter the new password in both fields.

9. Click on the '*Save*' button at the bottom of the page.

10. A message will appear at the top of the page confirming "*The changes have been saved.*"

The changes have been saved.

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Current password

More information?