

# 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](mailto: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>.

## Login

Username \*

More information?

Password \*

More information?

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.**'

UNIVERSITY OF NORTH TEXAS  
**Workplace Inclusion & Sustainable Employment**

Home About Programs TWC-VR Credential Verification (Searchable Portal) Policies Resources Registration & Course Access **User Portal** Log Out

HOME / USER PORTAL

## User Portal

This portal allows you, the user, to see your information with UNTWISE. Certificates are at the bottom of the page. If you are a Texas Provider, you will see you

John Doe  
jdoe@gmail.com

Texas Credential & Endorsement Information

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

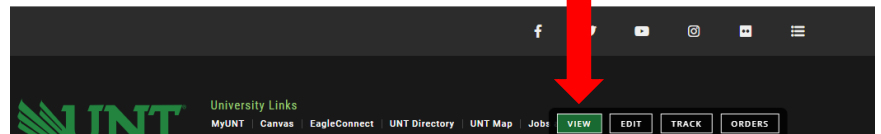
5. A floating menu with an **'Edit'** button will be at the bottom center of your screen.

6. Click on **'Edit'**.

jdoue23

#### 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



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.

jdoue23

Current password

**More information?**

E-mail address \*

jdoue@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."***



[HOME](#) / [JDOE23](#) / [JDOE23](#)

The changes have been saved.

# jdoe23

Current password

[More information?](#)