

How to Reset a GoPrint Password

1. Click on the Desktop Shortcut (GoPrint Sign In)	GoPrint Sign Image: Copy of the second s
2. Click on <u>Forgot</u> your Password?	Sign In To Your Account Enter your username and password to sign in. Username Password Sign In Forqot your password?
3. Next, enter your Email you used when creating the account	Lost Password Please enter your email address to start the password recovery process. Email Submit Cancel
 Check the email you provided in step 3* Titled Lost Password 	You are receiving this email because you have requested to reset your password. This link will automatically expire after 2 hour(s). <u>http://DSTGOPRINT:7768/action/user/UserLostPasswordConfirmAction?</u> <u>key=NjZiYWJkNGZiNDkxOWVIYjc1NTdkNzBmODJkMGRkMWY4ZTc3M</u> **Click on the link provided in the email**

Information Technology



5. In the pop out	Account ID
box (Lost	Name
Password	Email alamo.edu
Recovery) then	Enter all password information, then hit Save.
click Save	Password again •••••••
Password	Save Password
6. After successfully completing step 5, you should be looped back to the homepage.	Sign In To Your Account Enter your username and password to sign in. Username Password Sign In Forgot your password?

Should you need any assistance with any IT related issues please contact us at the IT Help Desk 210-486-5777 or by email at <u>nlc-helpdesk@alamo.edu</u>.