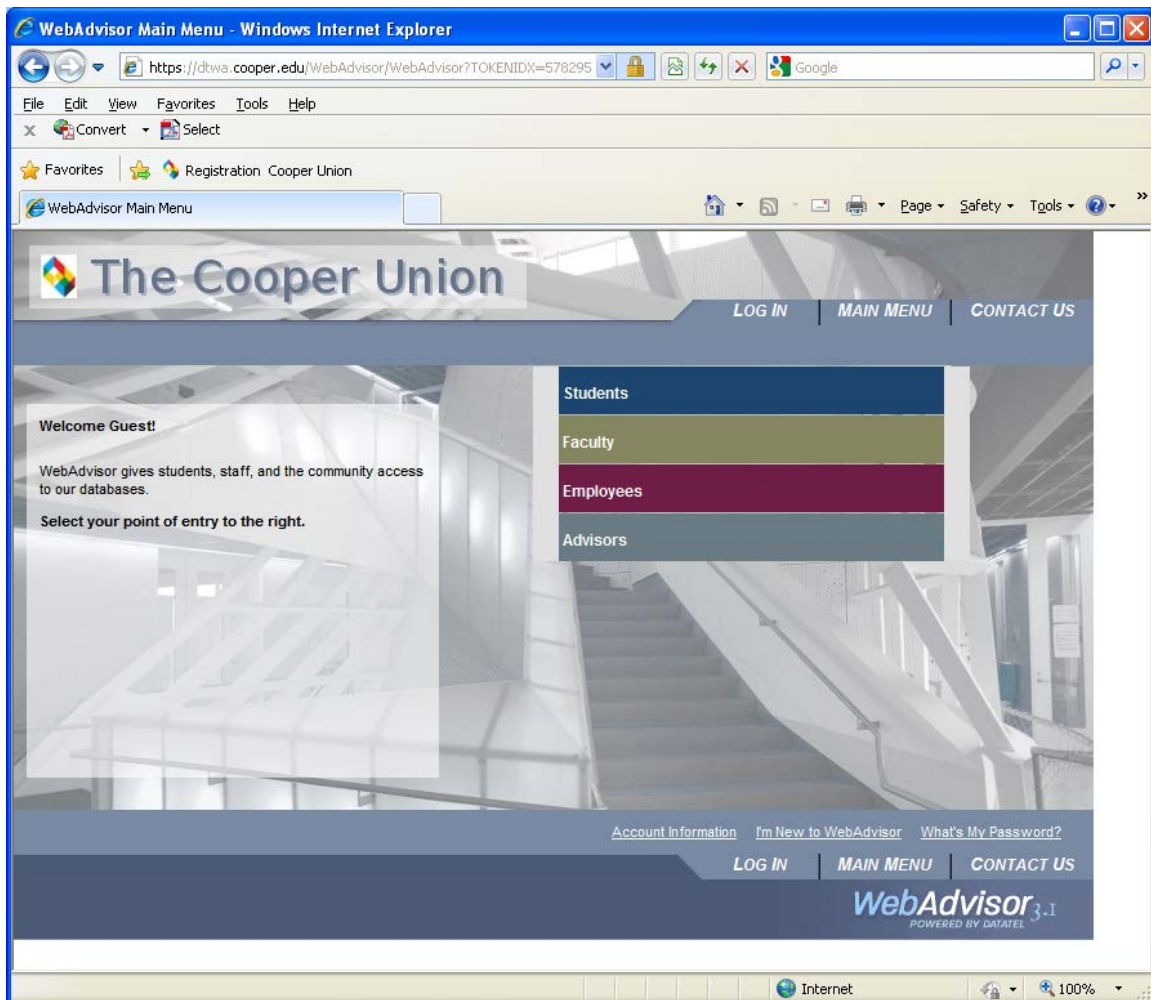


## How to Recover WebAdvisor Account Credentials

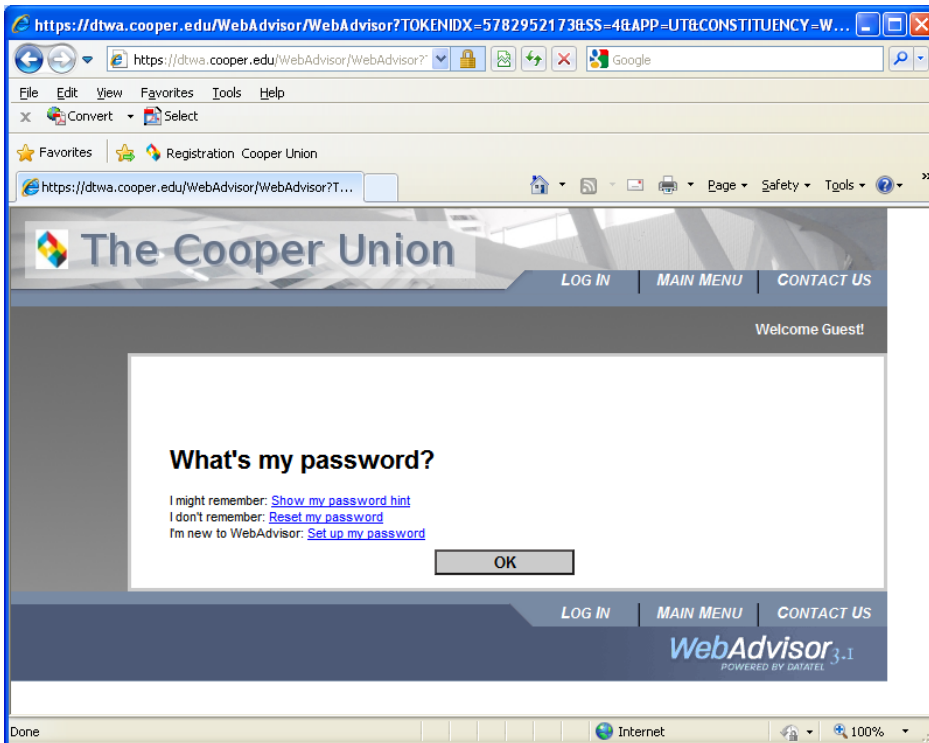
If one has forgotten one's WebAdvisor account credentials, whether the WebAdvisor "User ID" or the WebAdvisor "password", either or both can be recovered by following the procedures outlined below:

The first step is to surf to the WebAdvisor main webpage, at:

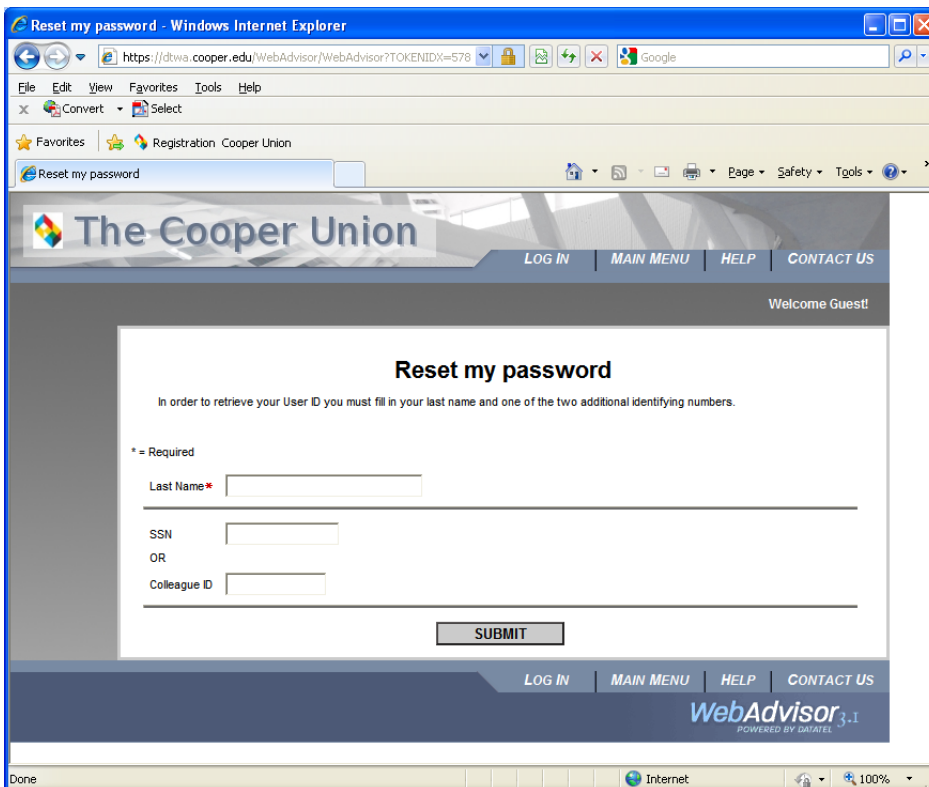
<https://dtwa.cooper.edu>



If one has forgotten one's password, click on the "What's My Password?" tab down on the lower right, and the "What's My Password?" page should appear:



If one had previously created a password hint, one could click on that, or simply click on "Reset My Password":

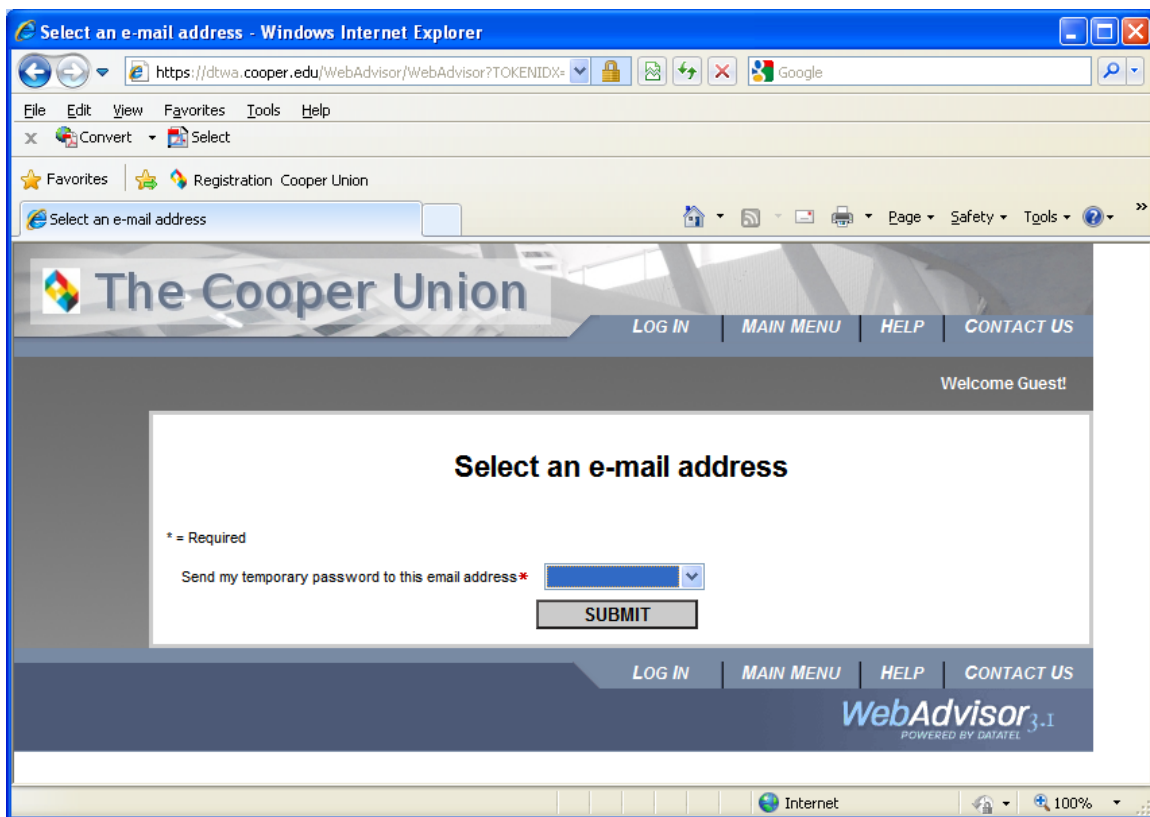


The password hint page would require that one know one's WebAdvisor User ID.

The "Reset My Password" page requires one's last name, **not** the WebAdvisor User ID, and one's SSN or Colleague ID.

One's Colleague ID is not the same as the WebAdvisor User ID, it is a number. If you have a Cooper ID card, it may be the number on the card. Or one could contact the Registrar's Office at x120, or the HR office at x145 to find out what your Colleague ID number is.

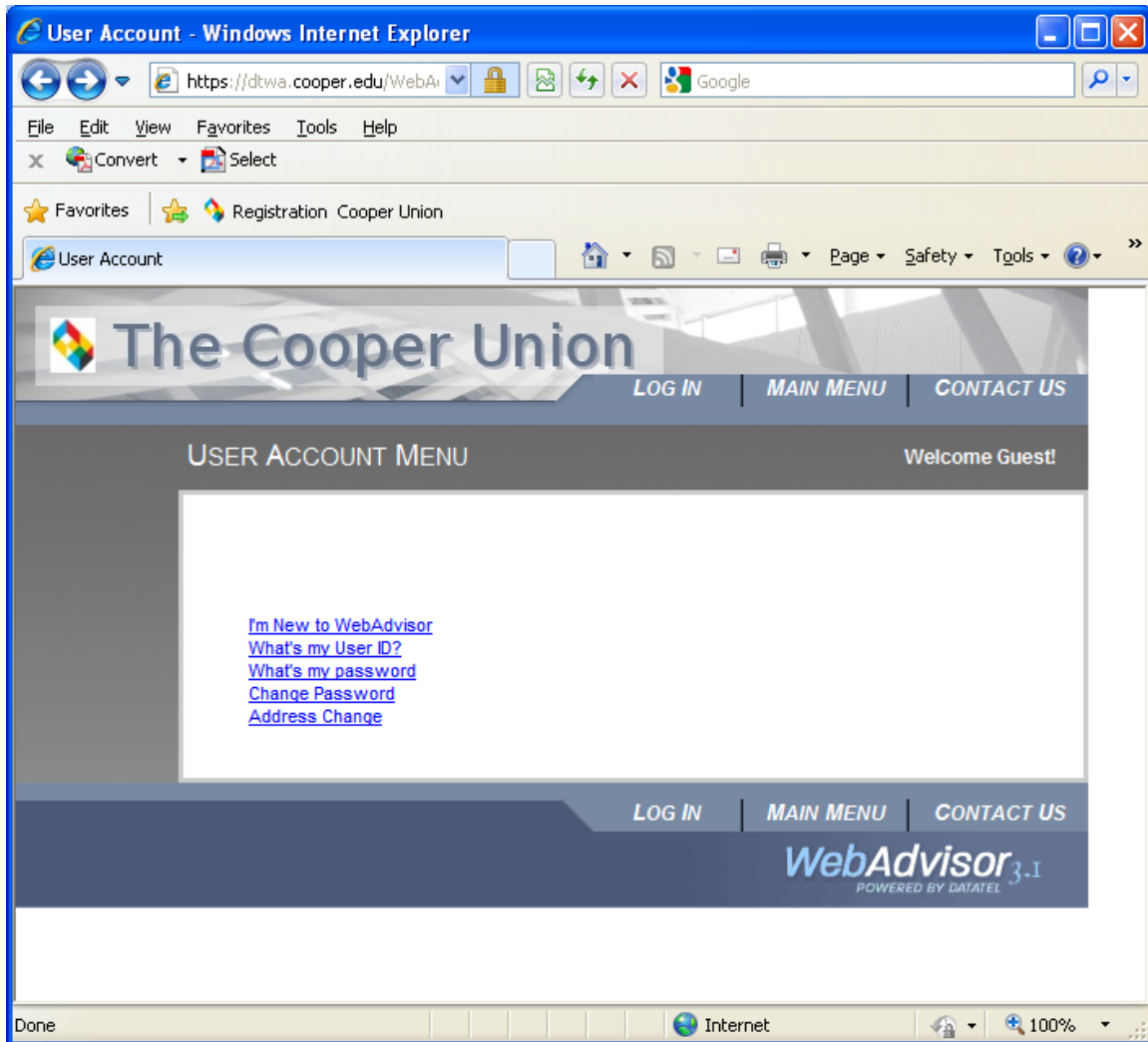
After entering one's last name and SSN or Colleague ID, one will use the drop-down box to select an e-mail address to mail the new, temporary password to:



The screenshot shows a Windows Internet Explorer browser window displaying the WebAdvisor interface. The address bar shows the URL: <https://dtwa.cooper.edu/WebAdvisor/WebAdvisor?TOKENIDX+>. The page title is "Select an e-mail address - Windows Internet Explorer". The browser's address bar contains the text "Select an e-mail address". The page content includes the "The Cooper Union" logo and navigation links: "LOG IN", "MAIN MENU", "HELP", and "CONTACT US". A "Welcome Guest!" message is displayed. The main heading is "Select an e-mail address". Below this, there is a note: "\* = Required". A form field is labeled "Send my temporary password to this email address\*" and contains a dropdown menu. A "SUBMIT" button is located below the form field. The footer of the page includes the "WebAdvisor 3.1" logo and the text "POWERED BY DATAEL". The browser's status bar at the bottom shows "Internet" and a zoom level of "100%".

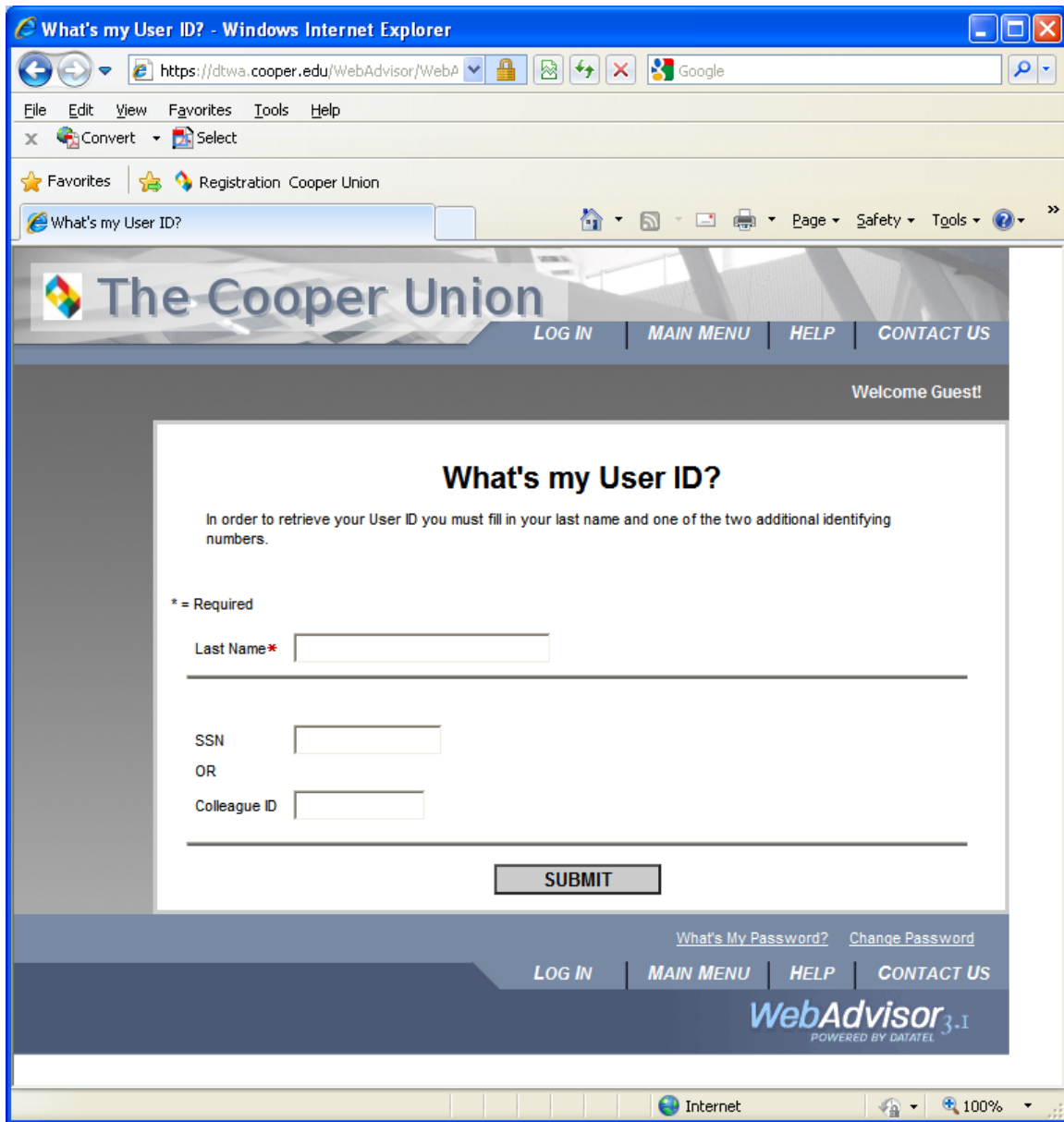
Click the "SUBMIT" button, and the new, temporary password will get e-mailed to the selected address.

If one has forgotten one's WebAdvisor "User ID", click on the "Account Information" tab down on the lower right, and the "User Account Menu" page should appear:



Notice that one can also access the "What's My Password?" page from here.

To recover one's WebAdvisor "User ID", click on the "What's My User ID?" link, and you will be taken to the "What's My User ID?" page:

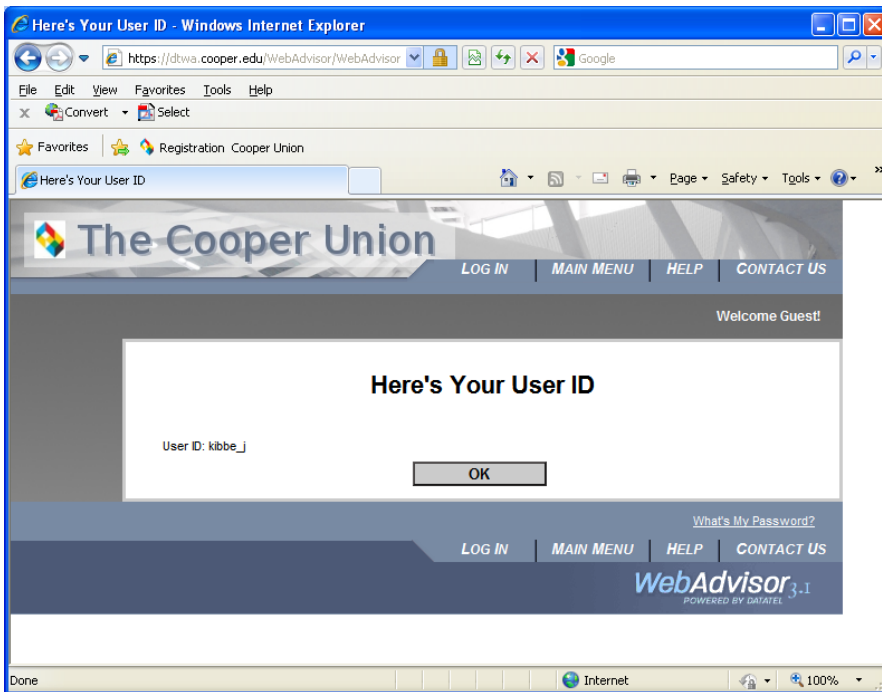


The “What’s My User ID” page requires one’s last name, **not** the WebAdvisor User ID, and one’s SSN or Colleague ID.

One’s Colleague ID is not the same as the WebAdvisor User ID, it is a number. If you have a Cooper ID card, it may be the number on the card. Or one could contact the Registrar’s Office at x120, or the HR office at x145 to find out what your Colleague ID number is.

Very similar to the “Reset My Password” page.

After successfully entering one’s last name and SSN or Colleague ID number, one’s WebAdvisor “User ID” will be displayed:



Armed with this information, one can now return to the “MAIN MENU” page and login. Or go straight to the “LOG IN” page.

