

ACCOUNT ASSISTANCE

You do not know your student number

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

Your account is suspended

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.

You forgot your password

Use your **security question** to log in to your *myUFV* account:

- ▶Go to **my.ufv.ca**
- ▶Find the **Help & Information** heading
- ▶Choose **I forgot my password**

You will have **only five attempts** to correctly answer and exactly match your security question on file or your *myUFV* account will be disabled.

Your account is 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 needs to be reset by Admissions & Records (A&R).

Your password needs to be reset

Have your password reset back to your birth date:

In person:

Bring photo ID to any A&R office or to the ITS Help Desk and request a password reset; or

Off campus:

1. Fill out and sign a **Reset myUFV Access** form available on this brochure or online at www.ufv.ca/ar/forms.htm.

2. Fax the form to A&R along with a photocopy of your photo ID. Your signature on your photo ID must match your signature on the form.

After A Password Reset

Please wait 15 minutes or longer before attempting to log in again into your account. This allows time for synchronization of your new password with your other UFV computer and email accounts.

CONTACT INFORMATION

ADMISSIONS & RECORDS

Regular Hours

Abbotsford campus

M, Th, F: 9 am–4 pm

T & W: Noon–7 pm

Chilliwack campus

M, W–F: 9 am–4 pm

T: Noon–7 pm

A&R FAX Number: 604-853-0138

A&R Toll Free Phone: 1.888.823.8734

www.ufv.ca/ar

INFORMATION TECHNOLOGY SERVICES

Regular Hours

Abbotsford campus

ITS Help Desk: Room B243

M, T, W, Th: 8 am–8 pm

F: 8 am–4:30 pm

Sat: 8 am–4:30 pm

Sun: Closed

phone: 604.864.4610

helpdesk.its@ufv.ca

www.ufv.ca/its

PREPARING YOUR MYUFV STUDENT ACCOUNT

SETUP INSTRUCTIONS

1. At any computer with internet access

Type <http://my.ufv.ca> into a web browser. Go to the **Secure Access Login**.

2. Type your username

Your computer **username** is your **student number** such as 300099999 (nine numbers). It is printed on both your campus card and your course registration receipt.

3. Type your password

The **first time** you log into myUFV, your default password is your **date of birth** (six numbers) in the format of **yyymmdd**.

Example: February 17, 1984 is 840217

▶**yy** (last two digits of the year)

▶**mm** (two digits of the month)

▶**dd** (two digits of the day of your birth)

4. Set a security question

The first time you log into *myUFV*, you must also select a security question and type a security response which is **case-sensitive** and **limited to 30 characters**. This will assist you in the future if you forget your password.

5. Change your birth date password

If your password expires and needs renewal, please choose a new and different personal password that is exactly **six numbers**. Now enter your username and your **new** password.

UNIVERSITY
OF THE FRASER VALLEY

INFORMATION TECHNOLOGY SERVICES

August 2009



RESET myUFV ACCESS

To have your password on *myUFV* reset, or to correct a problem logging in, please complete and submit this form:

- in person with **photo ID** to any **Admissions and Records** office or **ITS department HelpDesk**, or
- by fax to Admissions and Records at **604-853-0138** (include a photocopy of your **photo ID** — the signature on this form must match the signature on your ID).

UFV student ID	Date												
First name	Last name												
Signature	Date of birth <table border="1"> <tr> <td>Y</td><td>Y</td><td>Y</td><td>Y</td><td>M</td><td>M</td><td>M</td><td>M</td><td>D</td><td>D</td><td>D</td><td>D</td> </tr> </table>	Y	Y	Y	Y	M	M	M	M	D	D	D	D
Y	Y	Y	Y	M	M	M	M	D	D	D	D		
Problems/comments													

Submitting this form will cause your password to be reset to your date of birth.

It may take up to 24 hours to complete this request.

OFFICE USE ONLY

Validated by

Date

Revised: 19-Aug-08