How to RECOVER your evaluation password (returning users)
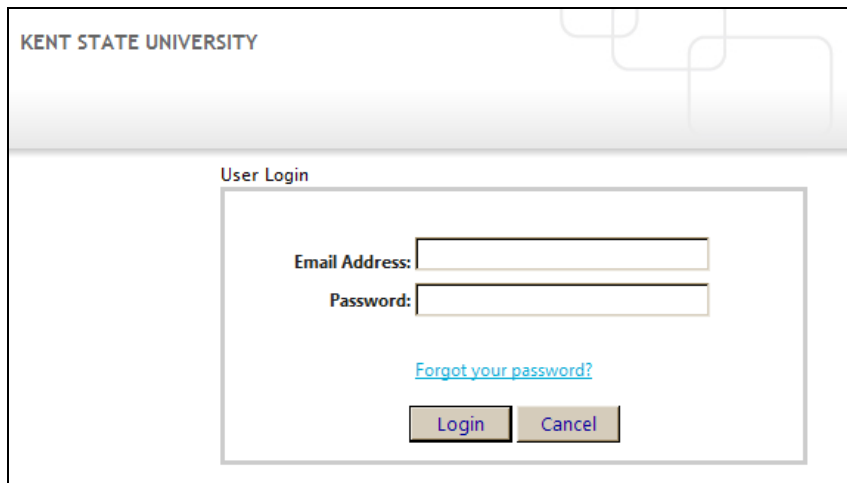
1. Access the following link to get to the log-in site:
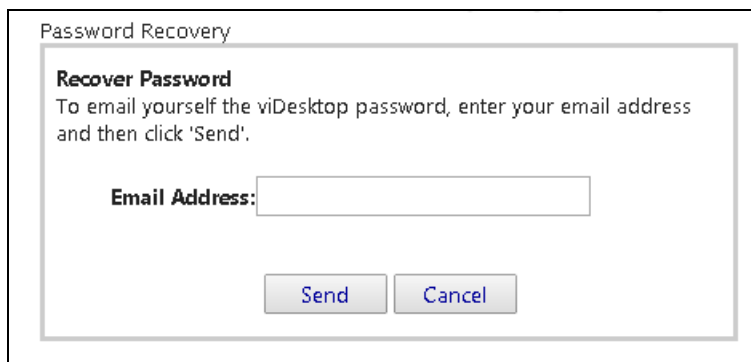   https://videsktop.kent.edu/viEvalHomepage/login.aspx

2. Select **"Forgot your password?"**. You will be redirected to the "Password Recovery" screen.
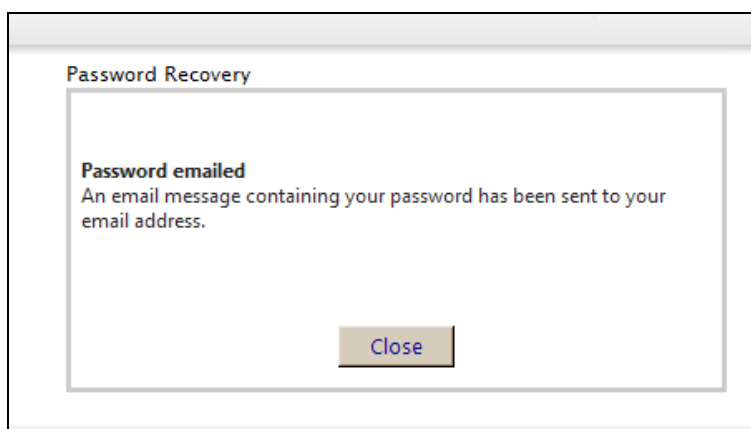
3. Enter your entire email address {Example: kswatson@kent.edu} in Email Address box. Select 'Send'.
4. The following message will appear letting you know to check your email.
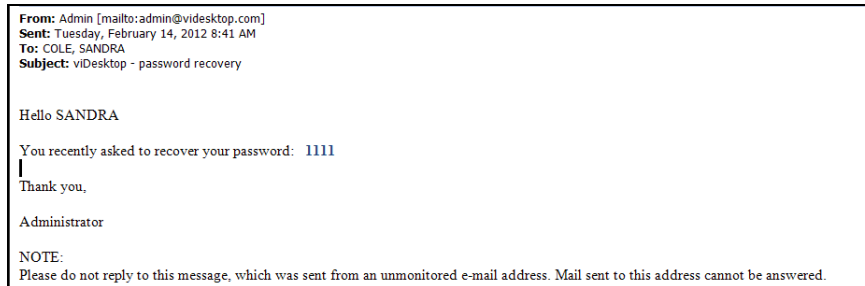
5.   You will receive an email from **Admin@videsktop.com** immediately with your previously
        established password. Keep in mind that your password for the evaluation process may be
        different than your FLASHWord. The passwords are unrelated and do not 'sync'.

> **From:** Admin [mailto:admin@videsktop.com]
> **Sent:** Tuesday, February 14, 2012 8:41 AM
> **To:** COLE, SANDRA
> **Subject:** viDesktop - password recovery
>
>
> Hello SANDRA
>
> You recently asked to recover your password: 1111
>
> Thank you,
>
> Administrator
>
> NOTE:
> Please do not reply to this message, which was sent from an unmonitored e-mail address. Mail sent to this address cannot be answered.

6.   Close the "Password Recovery" window by selecting "close". You will be directed back to the
        login screen.

7.   Enter your user name **(without @kent.edu)** and password from your email. Example below.

User Login

Email Address: scole3

Password: ••••

Forgot your password?

[Login]   [Cancel]

8.   Select **"Login"** to be directed to your evaluation homepage.