



TROUBLESHOOTING IN PAWS

What to do when you can no longer access your PAWS account

1. **VERIFY YOUR USER ID**

To verify your User ID, select "What's My User ID?" from the main PAWS menu. You'll be prompted for your last name and either your social security number or your Hartnell student id number. Press the Submit button and then wait for the system will to display your User ID.

Normally your User ID will be your first name, middle initial, and last name, all one word, in lower case. So, for example, if your name is John Q. Public, your User ID might be "johnqpublic". Sometimes you'll have a number on the end of your User ID as well, such as "johnqpublic357".

2. **WHAT'S MY PASSWORD?**

Select "What's My Password?" from the main PAWS menu. Then select "Show My Password Hint". If you entered a good password hint the first time you logged on to PAWS, hopefully the reminder displayed will help you remember your password.

3. **RESET MY PASSWORD**

If it doesn't help, or you didn't enter a password hint to begin with, select "Reset My Password" to ask the system to generate a new temporary password which will be emailed to you within the next 10 minutes.

TEMPORARY PASSWORD

Use the temporary password you receive in the email to log into PAWS. You will then be prompted to re-enter your User ID (which cannot be changed. Ever.) and to create a new password, one known only to you. This new password must be six to nine characters long and must contain both numbers and letters. You'll be asked to enter your new password twice to verify it.

PASSWORD HINT

You'll also be allowed to enter a password hint. For example, suppose you pick a password of "luv2study". Your password hint cannot be exactly the same as your password, but it could be something like "love two study" -- whatever you think you'll need to help you remember your password.

And that's all there is to it! You're now logged on to PAWS and can begin using it again. One good place to start is the "My Profile" menu option to verify that we have a correct address, phone number and email address for you.

Good luck with PAWS and feel free to contact us at enroll@hartnell.edu if you have questions.