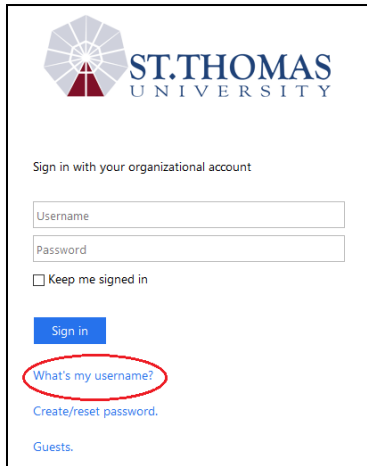


Retrieving your Username and Password

1. Go to the Bobcat Login Page at bobcat.stu.edu

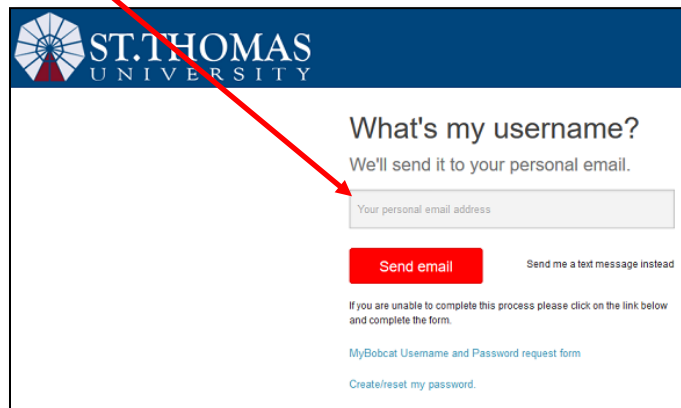
*Let's Start with Retrieving Your **Username**:*

2. Click on **"What's my Username?"**



The screenshot shows the Bobcat Login Page. At the top is the St. Thomas University logo. Below it, the text "Sign in with your organizational account" is displayed. There are two input fields: "Username" and "Password". Below these fields is a checkbox labeled "Keep me signed in". A blue "Sign in" button is present. A red circle highlights the link "What's my username?". Below this link are two other links: "Create/reset password." and "Guests."

3. Enter your personal (non STU) email that STU has on file for you

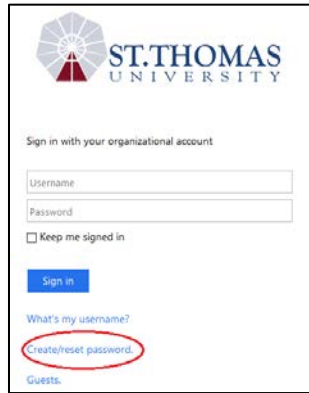


The screenshot shows the "What's my username?" page. At the top is the St. Thomas University logo. The main heading is "What's my username?". Below it, the text "We'll send it to your personal email." is displayed. There is a text input field labeled "Your personal email address". A red arrow points from the "What's my username?" link in the previous screenshot to this input field. Below the input field is a red "Send email" button and a link "Send me a text message instead". At the bottom, there is a note: "If you are unable to complete this process please click on the link below and complete the form." followed by two links: "MyBobcat Username and Password request form" and "Create/reset my password."

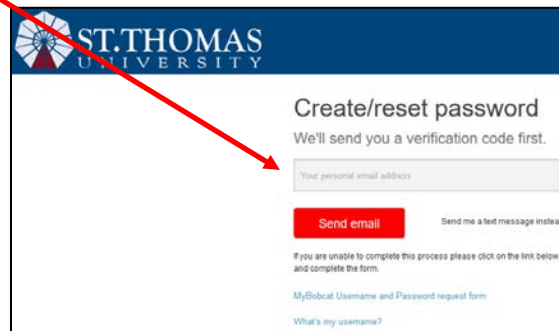
4. Login to your personal email account where you will receive your Username!

*Now on to the **Password:***

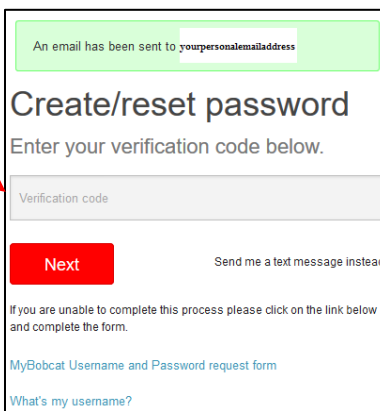
5. Back at the bobcat.stu.edu page, click "**Create/reset password.**"



6. Enter your personal email address, then press the **Send email** button.



7. Login to your personal email account, where you will receive a verification code. Type this **verification code** in the field provided, then click **Next**.



8. After entering your **birth date** and **last name** on the next page you may create your new password.
9. Go back to bobcat.stu.edu and use your newly retrieved credentials!

For either the username or password retrieval, you may also use the text feature if your cell phone is on file by selecting the option "Send me a text message instead."