How to Retrieve your Username or Password

1. If you forgot your Username, go to the sign on page and click **Find my Username**. If you forgot your password, go to Step 5.
2. Type your email that is connected to your OLLI account into the designated area. Click **Find my Username**. The username will be sent to your email account.
3. Go to your email account to find the username email from oshervu@vanderbilt.edu.

Your new User Name

oshervu@vanderbilt.edu

Here is the username information you requested from our website

username: oshervu

If you have a question or comment, please feel free to reply to this email, or call Norma Clippard at (615) 322-5569 or Carole Mackey at (615) 343-0552.
4. Once you have your username, go back to the Vanderbilt at OLLI page and click **Return to Sign In**. If you forgot your password, click **Reset my Password** and skip to Step 6.
5. If you forgot your password, click **Reset my Password**.
6. Now type in your username and email address associated with your OLLI account and click **Reset my Password**. The new password will be sent to your email account.

**Password Reset**

If you are unable to log in or forgotten your password, please follow the instructions below.

If you continue to have trouble, please contact our registration office.

**To reset your Password:**

1. Enter the unique username associated with your student account.
2. Enter the email address* associated with your student account.
3. Click on the "Reset my Password" button
4. An email will be sent to you with a temporary password for you to access your account.

*Note: The email address must be the same as the one you entered in your profile.

Enter the email address and username you used for registration.
7. Go to your email account to find your new password from oshervu@vanderbilt.edu.

Your new Password

oshervu@vanderbilt.edu

Here is the password information you requested from our website

Your password: k6675web

If you have a question or comment, please feel free to reply to this email, or call Norma Clippard at (615) 322-5569 or Carole Mackey at (615) 343-0552.
8. Enter your username and your new password into the appropriate fields and click **Sign in**.
9. Enter your temporary password next to the box that says **Temporary Password**. Next enter your **NEW** password into the boxes that say **New Password and Confirmed Password**. Then click **Change Password**. You have now successfully retrieved your username and changed your password.