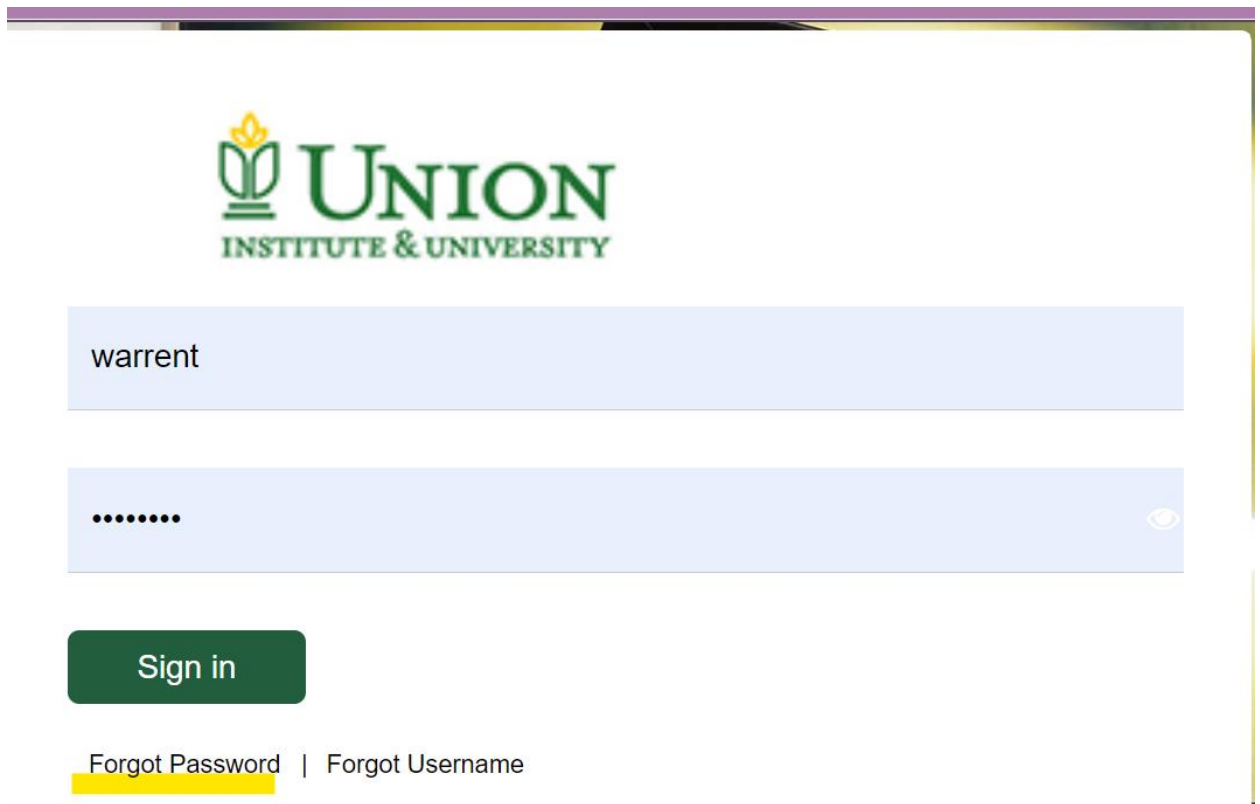# QuickLaunch Password Reset

If these self-help tips do not work, please call us at 859 491 6601 Option 1.

If you forgot your previous password:

- Go to QuickLaunch at https://quicklaunch.myunion.edu/home/1171

- Click Forgot Password in the lower left corner

-

- On the next screen, enter your username. (If you do not remember your username, use the Forgot Username link.)

- Answer at least 2 security questions. Click Submit.

- On the next screen, you will be prompted to select one of the account recovery options that you selected when you set up your QuickLaunch account. If you choose email or text, you will receive a code by email or text.

- The email will come from **dontoreply@myunion.edu**. Please check your junk mail folder if you do not see it.

- Enter the code on the next screen. Click Submit.

- Please create your new password on the following screen and click Submit.

- Your password must:
  - You cannot reuse your last 3 passwords
  - Password must be 8 to 16 characters in length
  - Must include at least:
    - 1 uppercase letter
    - 1 lowercase letter
    - 1 number
    - 1 special character

- The next screen confirms success with a big green checkmark. It also displays your username.

  After a few seconds the screen refreshes and displays the QuickLaunch log in page.

- Login and complete the multi-factor authentication (MFA) questions if prompted. Click Trust this Device to reduce the number of times you need to complete security questions.

Security Questions verification

This is an extra layer of security to ensure that only you can access your account
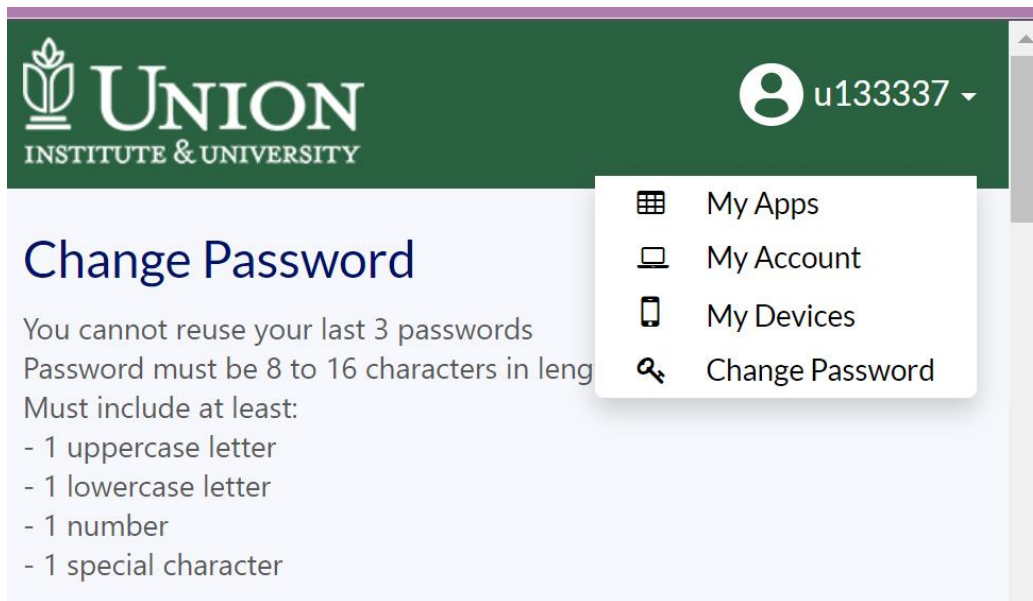
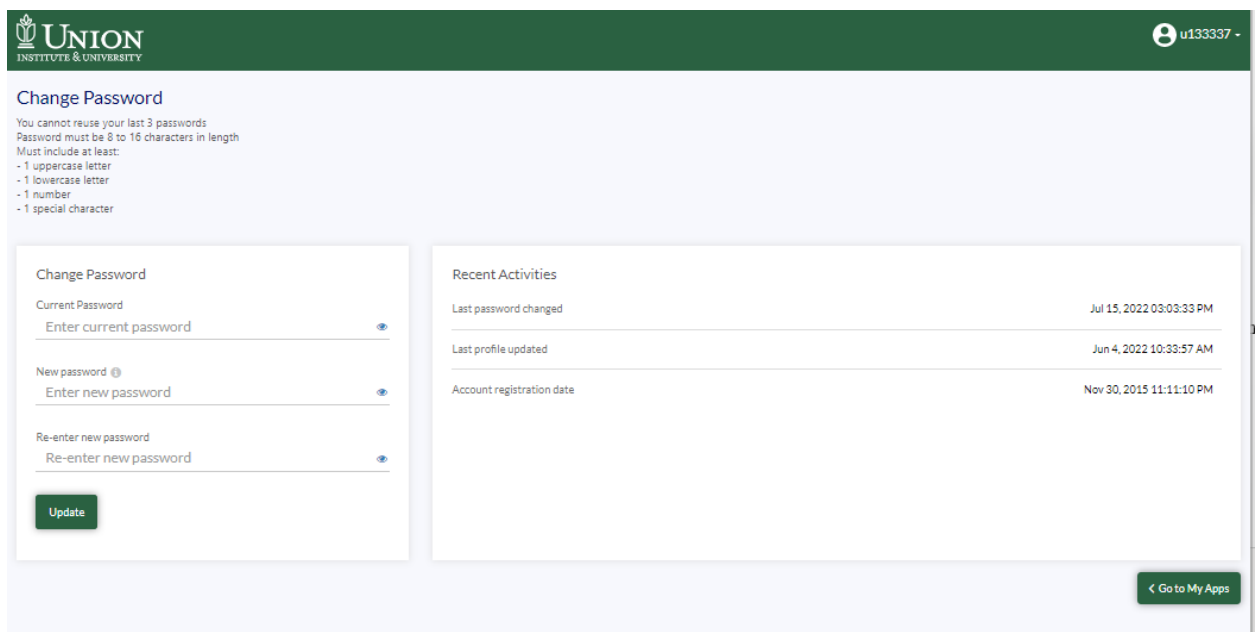**Q** Which city were you born in?

••••••••••

| Back | Skip | Submit |

☑ Trust this device

To change your password when you remember your old password:

- Log into QuickLaunch at https://quicklaunch.myunion.edu/home/1171.
- Click on your username in the upper right area. On the drop-down menu, click on Change Password.

-
- Enter your current password on the Current password line, and your new password on the New password line. Re-enter your new password to confirm on the Re-enter new password line.
- Click Update
- A success message appears near the top of the screen for a few seconds.
- Click on Go to My Apps (in the lower right corner) to return to the dashboard.

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To Recover Your Username

- Go to QuickLaunch at https://quicklaunch.myunion.edu/home/1171

- Click on Forgot Username

- On the next screen, enter your email address. Click Submit. This is the email address connected to your MyUnion account, and not necessarily one that you set up in QuickLaunch.

- If accepted, you will be prompted to answer security questions. Answer at least 2 security questions. Click Submit.

- Select and click on a recovery option at which you will receive a code.

- Enter the verification code on the next screen and click Submit.

- The next screen shows you your username and gives you the opportunity to change your password. If you do not want to change it, click Skip. If you would like to change it, enter your new password and click Submit.
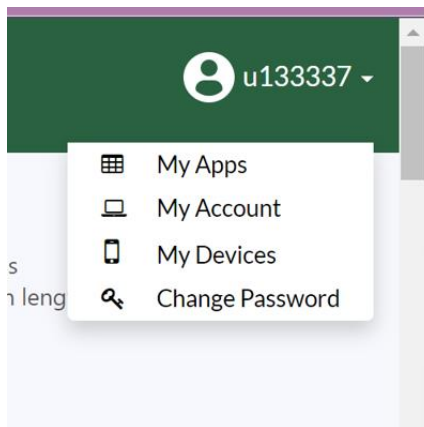
- The next screen displays your username again for few seconds, and the screen refreshes back to the login page.
- Enter your credentials. You may be prompted for MFA again or to review your MFA options.

Change your account recovery options

- Log into QuickLaunch at https://quicklaunch.myunion.edu/home/1171.
- Click on your username in the upper right area. On the drop-down menu, click on My Account.

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- On the next screen, you can click on the tabs and review the information. Update as desired.

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- Click Go to My Apps in the bottom right corner when you are ready to return to the dashboard.