LOGGING IN & CHANGING YOUR PASSWORD
(Temporary Process Until Active Directory Integration Occurs.)

1. Logging In Instructions **(Important: Use Google Chrome As Your Browser)**

   1.1. Enter your Boise State e-mail address in **lowercase** as your “Username” (this will always be your Username). Example: firstnamelastname@boisestate.edu. Do not enter your Username as FirstnameLastname@boisestate.edu (even if you routinely write your e-mail address this way), as you will not be authenticated. **[Note: Initially, this will not be your regular Boise State username and password.]**

2. Forgotten Password Instructions (Or Initial Password Setup Instructions)

   2.1. If you have forgotten your password or you have never set up a Frevvo password, click "Forgot Password." You will then receive a confirmation email to initiate the password change.

   2.2. You will then see the following notification.
2.3. Shortly thereafter, you will receive a confirmation email to initiate the password change request. Click the “this link” hyperlink at the bottom of the e-mail to receive your temporary password via a second e-mail.

2.4. You will then see the following notification.

2.5. Shortly thereafter, you will receive the second e-mail with your temporary password.

2.6. Copy the temporary password, making sure to: (i) copy the underscore if your temporary password has one; and (ii) not copy any extra blank spaces. If you fail to do this, your temporary password will not work.

2.7. Enter your Boise State e-mail address in lowercase as your Username and your temporary password as the Password and click Login.
2.8. Once logged in, immediately do all four of the following steps:

2.8.1. Click on the "My Account" link on the upper, right-hand side of the home page.

2.8.2. Click the “Manage personal information” link.

2.8.3. Enter a new password in the “Password” field and enter it again in the “Re-enter password” field.

2.8.4. Click “Submit.” Your password will then be updated and secure.