



Create Your WAU Portal & Email Account (For New/Returning Students)

If you are a new to our university or have forgotten your login information for the WAU Portal and Email, you can easily create/reset your password by following these steps:

1. Go to <http://www.wau.edu>
2. Scroll to the bottom of the page to the Quick Links, and click on myWAU
3. On the sidebar, click Account Setup under myProfile
4. Enter your SSN, Date of Birth, and Home Zip Code. (*If you are an international student, see the note below)
5. Click Submit
6. If this is NOT your first time, you will be asked to enter the secret answer that you previously provided. Click on Submit.
7. Enter your Password twice to confirm.

Password	
Confirm Password	

Your password must be between 14 characters or more, and include at least special symbols (!, #, ^), uppercase letters (A-Z), lowercase letters (a-z), and numbers (0-9).
DO NOT USE CHARACTERS: \$, *, @
8. You will be given another opportunity to update your Secret Question and Answer. Please keep the answer brief and easily remembered, write it down somewhere secure for future reference.

Security Question	What is your color?
Security Answer	blue
9. Click Save

Congratulations! Your WAU account is now set up and gives you access to myWAU, Self-Service, WebAdvisor, and E-mail. Please wait for fifteen minutes before accessing your account to allow our systems to synchronize.

Warning: If you have moved, but never notified the Registrar's Office of the address change, use your previous zip code. Don't exceed five attempts when entering your username and password, or the system will lock you out. Email helpdesk@wau.edu if you are locked out or need assistance from the ITS Dept.

International Students:

While setting up your WAU portal account, remember to add two zeros (00) in front of your student ID as your SSN. In other words, if your Student ID is 0123456 your you must enter 000-12-3456. Your Date of Birth and a USA postal ZIP code should match exactly what is recorded in the system.

Access to Desire2Learn:

New students will receive an email containing login information for your courses (**only**) via WAU Google email system. At any time, if you have forgotten your password for D2L, go to [Desire2Learn](#) login page, click "[Forgot your password](#)" and follow the prompts carefully to reset your password.

Faculty and Staff: The above procedure applies to new faculty, adjuncts and staff as well, even if you have login credential given by Human Resource Office. Unless and until the account is set, you may not be able to access WAU Google Email services and Desire2Learn.

Use the Faculty/Staff portal at <http://our.wau.edu>

**** It is your responsibility to ensure that you are receiving email communication from your instructors and**



Login to Desire2Learn

Your professor will be utilizing Desire2Learn as the main platform for your courses. After logging into D2L, you can access your courses under "My Courses" or by clicking on the dropdown arrow near the "My Home" mini bar at the top of the screen.

In case any of your classes are not listed on Desire2Learn, please reach out to the ITS Helpdesk at helpdesk@wau.edu for assistance. Remember to include your WAU Student ID (seven digit number) or WAU Email address and the Course ID in your request for help. **We advise against your Social Security Number through email communications.**

If you forget your password to Desire2Learn, you may...

1. Click on **"Forgot your password?"** link from Desire2Learn login screen

2. Type in your username (without @wau.edu)

3. Click Submit
4. Go to your email to check the password reset message from D2L
5. Follow the prompts to reset your password

If you have any question or concern, please email the ITS Helpdesk at helpdesk@wau.edu. This is the quickest way to get assistance.

If you are unable to access your [email](#), [WebAdvisor](#) or [myWau](#), most likely your password is incorrect. You can go to Account Setup and reset your password (see page 1).

Wishing you the very best!