SETTING UP A NEW ECOM ACCOUNT OR UPDATING A PASSWORD

ACTIVATING YOUR NEW ECOM ACCOUNT

Welcome to Western! This document is intended to help you activate your ECom from a lab computer. You can also access the GUAVA homepage from your own computer at *www.wiu.edu/guava*.

To begin, go to a lab machine. Press **Ctrl-Alt-Delete**, read through the user agreement, click ok and login with the username **guava** and no password. These steps should take you to a website called GUAVA.

At the GUAVA site, you will see a login option and below that a link which says Account Activation. Since you have never used the Western system before, you will need to activate your ECom account using the Guava Account Activation tool. Click on the image that looks like two blue shoes.

After clicking on this link you will be directed to a new page that requires more information. The page should look like this:

Fill in all the fields with your information. You need to create a password that is at least 8 characters in length, and contains at least 1 number and 1 letter. After finishing the top part of the form, it is required that you **enter at least one security question**. Once you have completed all of these steps you can click submit. You should get a message telling you that your account activation was a success. If not, you will have to fill out the form again, most commonly something was entered incorrectly.
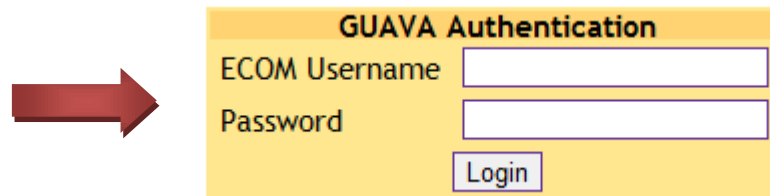
After you get a successful message, click on the Start button and click Log off. Once logged off, press **Ctrl-Alt-Delete**, click ok and login with your username and the password you have just setup in GUAVA.

YOUR PASSWORD HAS EXPIRED

To help keep your account safe, your password will expire every 120 days. When your 120 days is almost up, you will be prompted to update your password when logging into systems that use the ECom credentials. If you do not follow those steps before 120 days is up, your password will expire, and you will not be able to login with your ECom account.

To update your password once it has expired, log into a lab machine with username **guava** and no password, or go to www.wiu.edu/guava on a personal computer.

Enter your ECom username and expired password into the GUAVA Authentication box and login.

Once you enter your credentials, you will be prompted to enter a new password. You cannot reuse your last ten passwords. The password must be at least 8 characters long, and contain at least 1 number and 1 letter. Once you enter a valid password, log out of the lab machine.

You will now be able to use your new password. Be sure to update any devices that store your password, such as a smart phone or iPod. If your device attempts to use your old password too many times, it will lock your ECom account due to failed password attempts.

HAVE ANY QUESTIONS, CONCERNS OR PROBLEMS? PLEASE CALL THE UNIVERSITY TECHNOLOGY SUPPORT CENTER AT (309) 298-2704.