

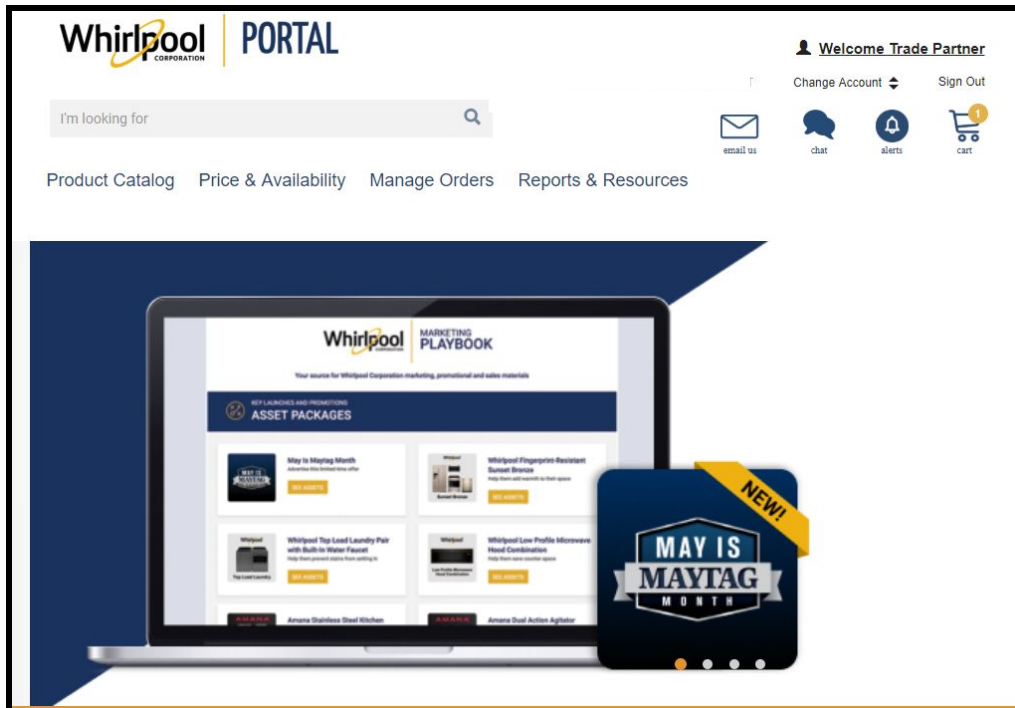
RESETTING A PASSWORD

Purpose

Use this Quick Reference Guide to view the steps to learn how to reset a password.

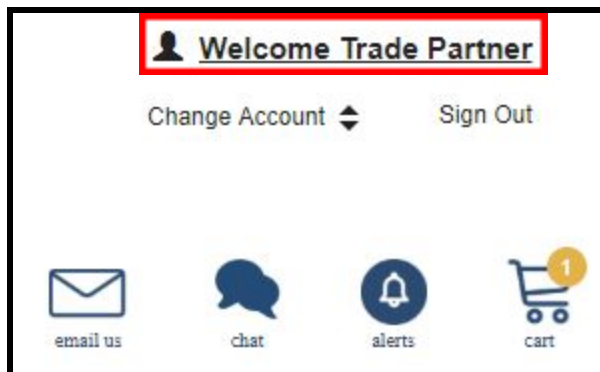
Steps

1. Start on the Whirlpool Portal **Home** page.

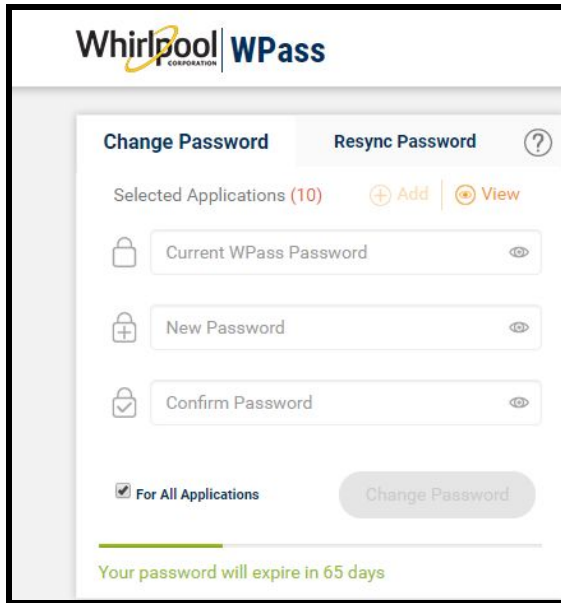


Note: If you have forgotten your password, proceed with the following steps.

2. Click the **Welcome** link.

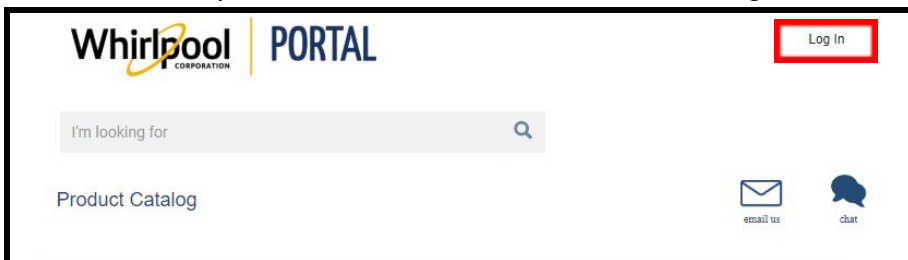


3. The **WPASS My Dashboard** page displays. There is a section on the dashboard where you can change or reset your password.

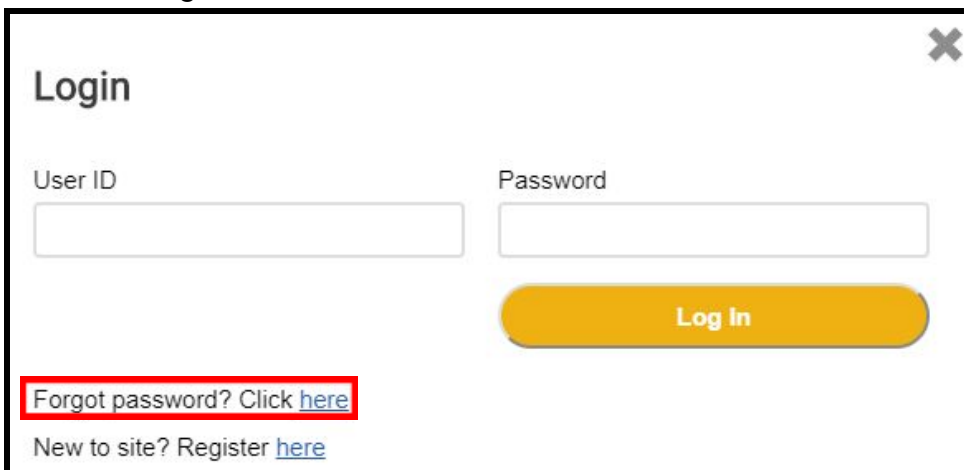


Note: If you have forgotten your password, proceed with the following steps.

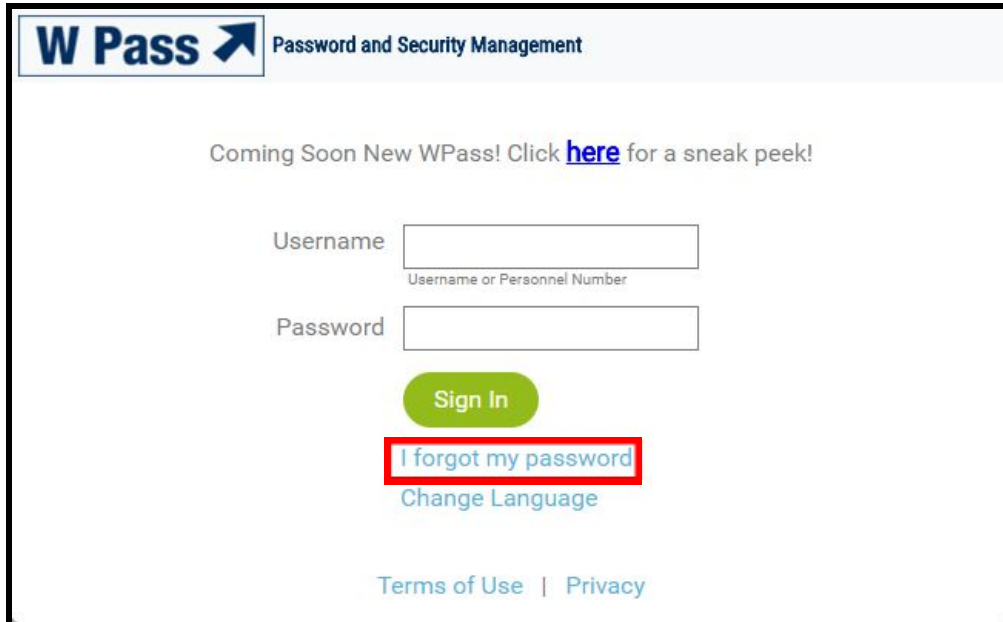
5. Start at the Whirlpool Portal home screen and click the **Log In** link.



6. Select the **Forgot Password? Click Here.** link.



7. You will be redirected to the WPASS Password and Security Management page. Click the **I forgot my password** link.



The screenshot shows the 'W Pass Password and Security Management' page. At the top left is the 'W Pass' logo with an arrow icon. To its right is the text 'Password and Security Management'. Below this is a message: 'Coming Soon New WPass! Click [here](#) for a sneak peek!'. There are two input fields: 'Username' with a placeholder 'Username or Personnel Number' and 'Password'. Below the fields is a green 'Sign In' button. A red box highlights the link 'I forgot my password', with 'Change Language' below it. At the bottom are links for 'Terms of Use' and 'Privacy'.

8. Next, you will be prompted to enter your username. Type your username and click the **Submit** button.



The screenshot shows the 'W Pass Password and Security Management' page with the heading 'I forgot my password'. At the top left is the 'W Pass' logo with an arrow icon. To its right is the text 'Password and Security Management'. Below this is a large heading 'I forgot my password'. There is one input field labeled 'Username' with a placeholder 'Username or Personnel Number'. To the right of the field is a green 'Submit' button, which is highlighted with a red box. Below the field and button is a link: 'Click here to return to logon'.

9. Finally, you will be prompted to select one of the various options of resetting your password. Choose the option most applicable to your situation and click the **Submit** button.

Note: For live support, the toll free help number is located at the bottom of the Whirlpool Portal site.

W Pass Password and Security Management

Forgot Password PIN

Send a PIN to my Whirlpool email account This option will send a system generated PIN number to your Whirlpool email account that will allow you to reset your password in WPass

Send a PIN to my Personal email account This option will send a system generated PIN number to the Personal email account that you indicated in your profile and will allow you to reset your password in WPass

Send a PIN to my Personal Mobile phone This option will send a system generated PIN number to the Personal Mobile phone that you indicated in your profile and will allow you to reset your password in WPass

OR

Provide answer(s) to the Security Question(s)

What is the name of the city where you met your spouse/significant other?

What street did you live on in elementary/primary school?

Submit

[Click here to return to logon](#)