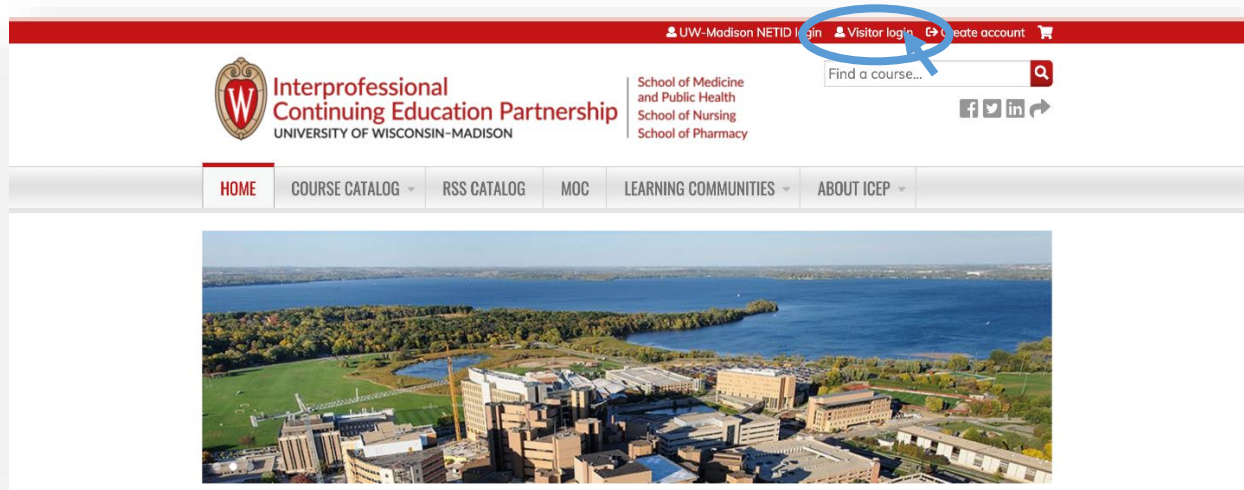# Retrieve/Reset Visitor Username or Password

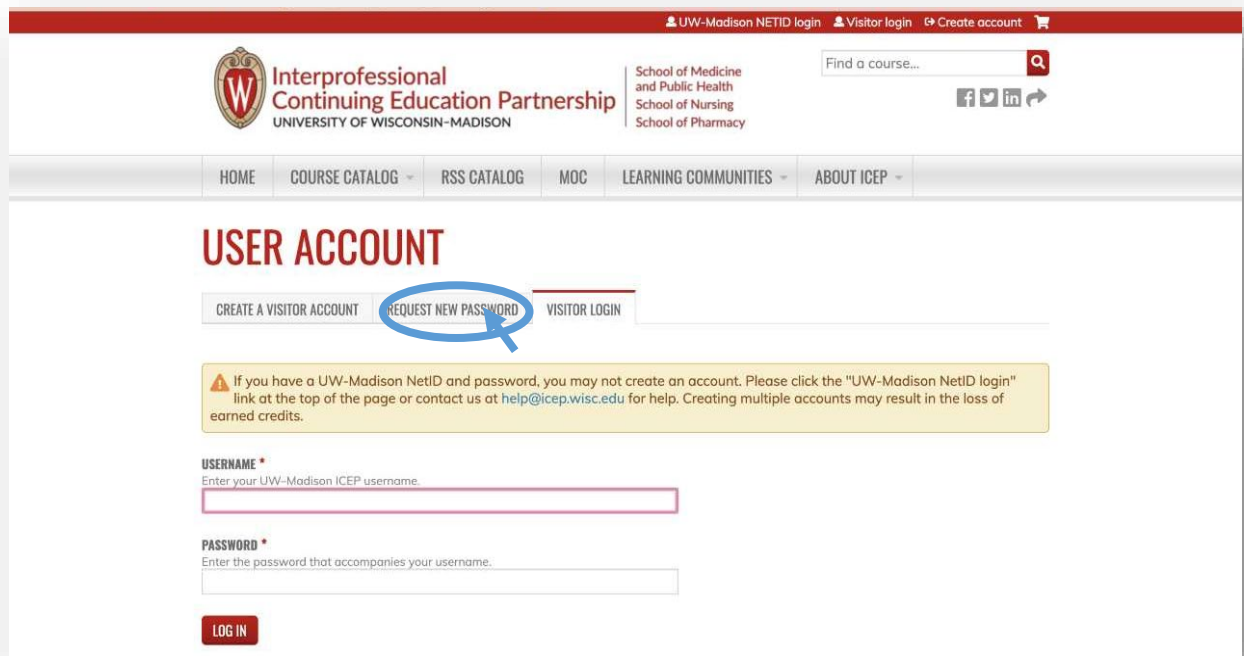If you forget your password, you may change it.
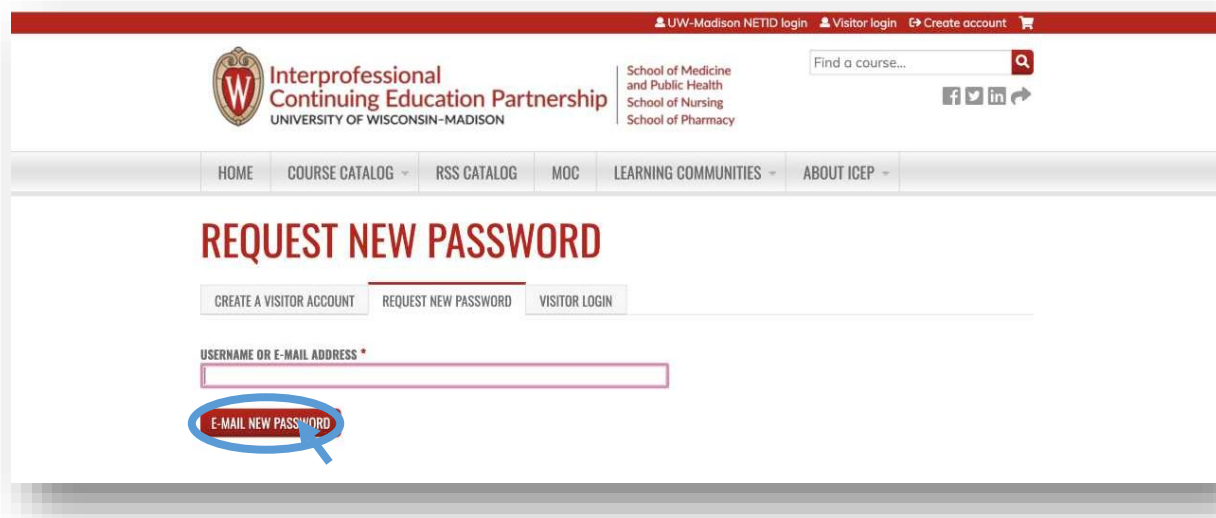
For Visitor Account Holders:

1. *Go to* https://ce.icep.wisc.edu
2. Click "Visitor Login" in the top right corner of the page.
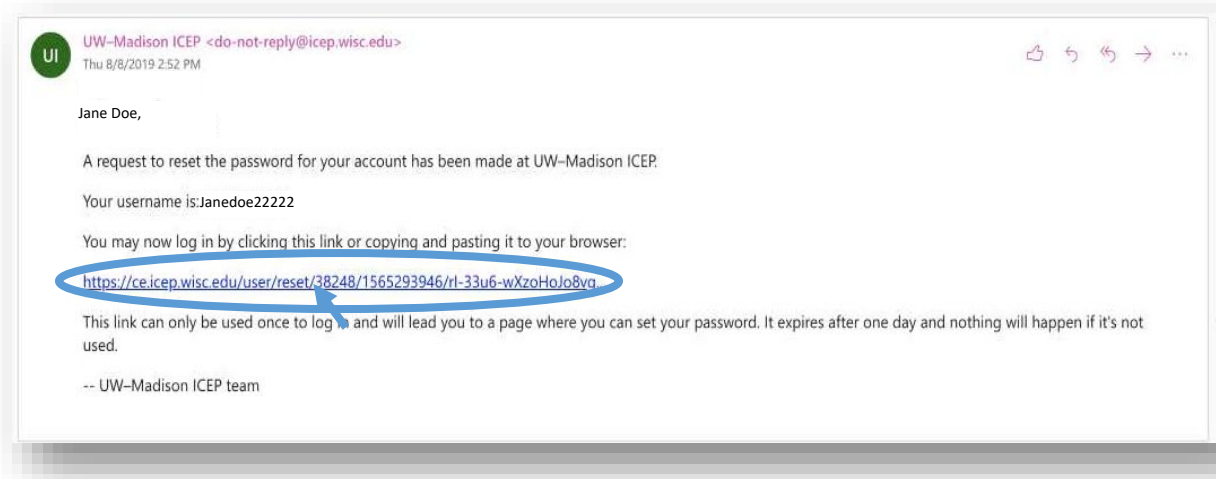

3. *Click* on the **REQUEST NEW PASSWORD** tab.

4. *Enter* your <username> OR <email address.>
5. *Click* "E-MAIL NEW PASSWORD"
6. You will receive an email from **UW-Madison ICEP do-not-reply@icep.wisc.edu,** with the subject line "Replacement login information for <your name> at UW-Madison ICEP."

7. *Click* the <link> provided to you in the email.

8. You will be redirected to the RESET PASSWORD PAGE
9. Click "LOG IN"

10. You will be redirected to your **MY ACCOUNT** > **Account** page, where you can change and confirm your new password.
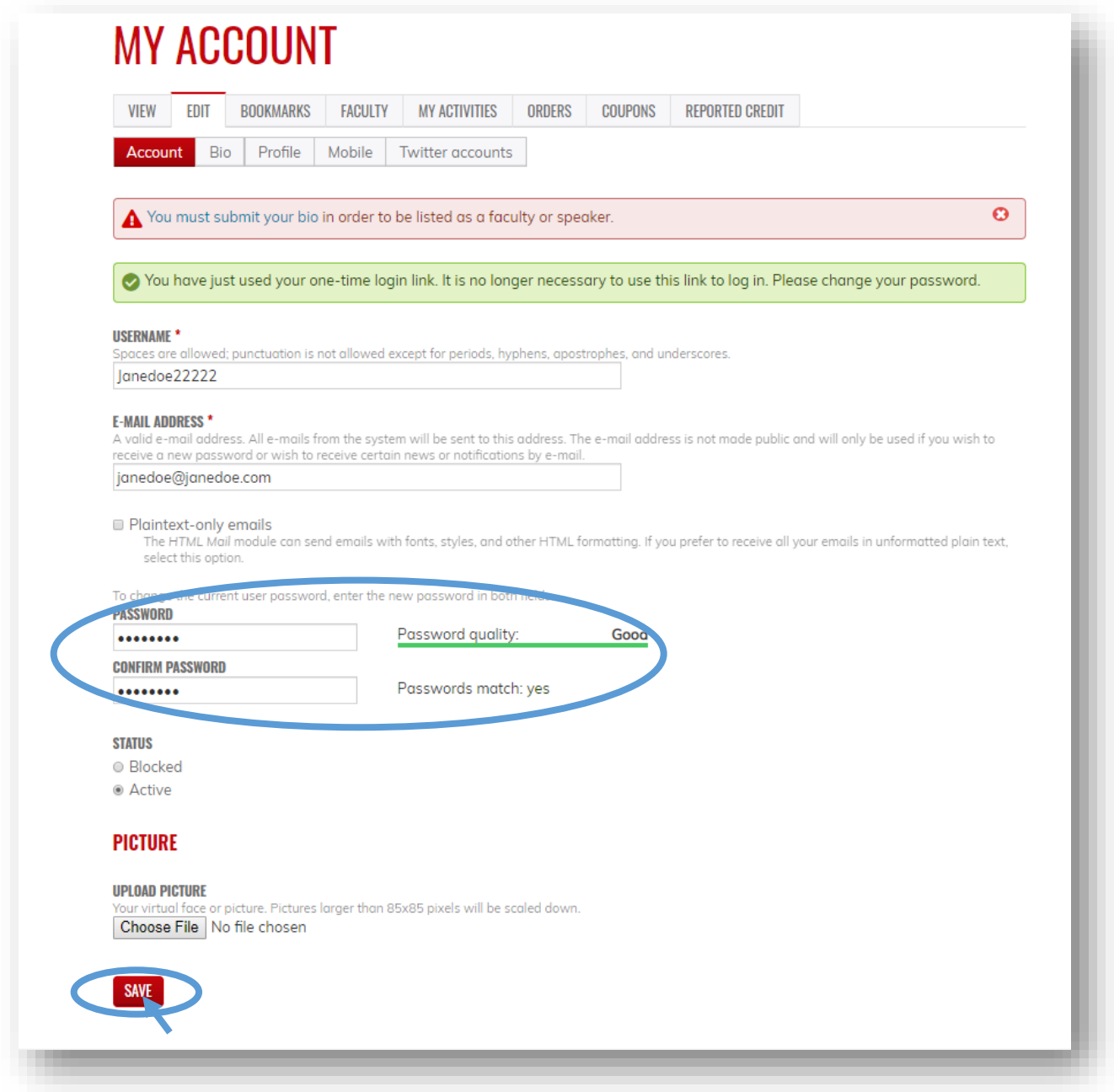
11. *Click* "SAVE"

Contact help@icep.wisc.edu if you need further assistance.