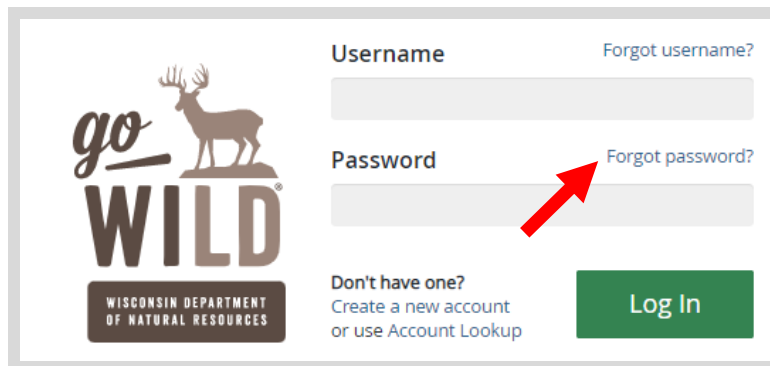


HOW TO: Reset password and view username Go Wild account

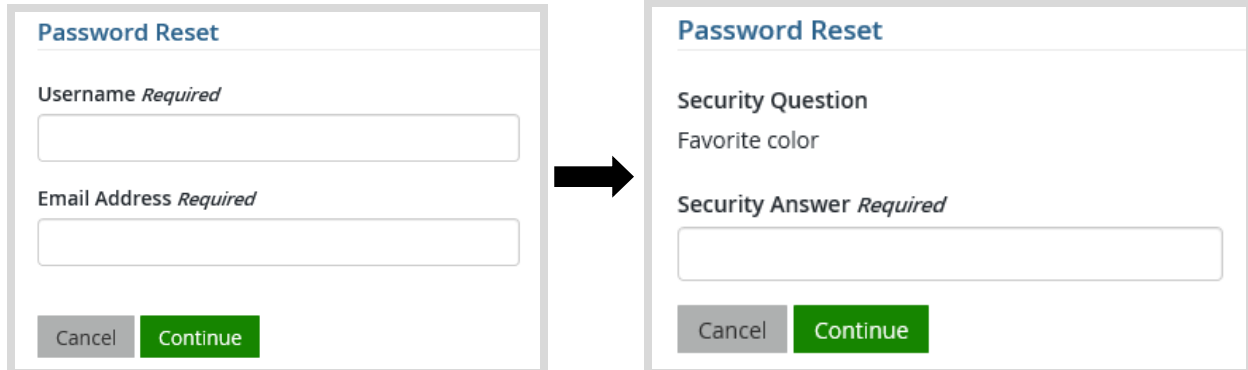
- Visit the website gowild.wi.gov. Locate the username/password entry area. Your reset options are dependant if you know your username that you originally set up. Select the appropriate option below:
 - Username is known = follow option 1 instructions.
 - Username is unknown = follow option 2 instructions.

Option 1 [Username is known]: If you know your username, you may reset your password by selecting the **Forgot password** link from the login page. If you do not know your username, please go to **Option 2** below:



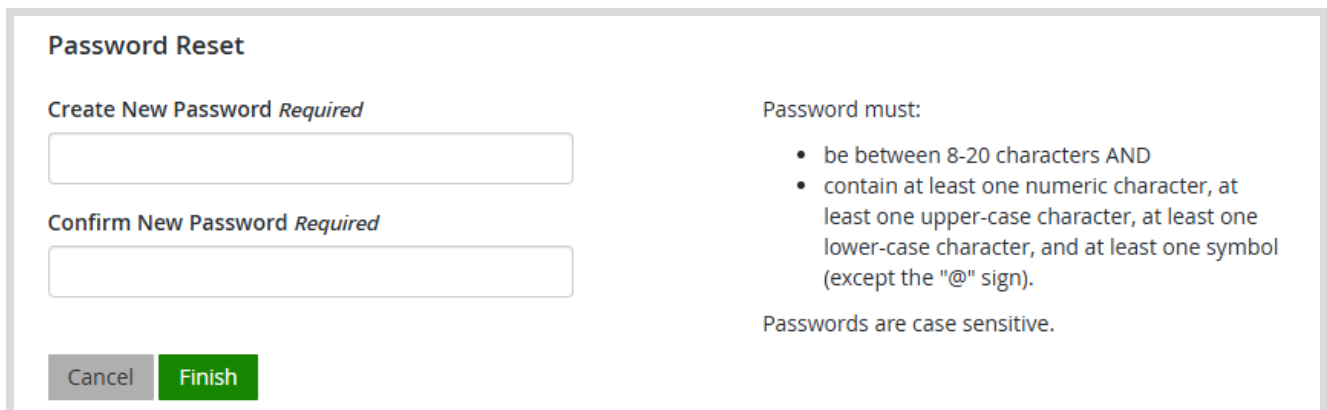
The image shows the Go Wild login page. On the left is the Go Wild logo with a deer silhouette and the text "WISCONSIN DEPARTMENT OF NATURAL RESOURCES". To the right are input fields for "Username" and "Password". Above the Username field is a link "Forgot username?". Above the Password field is a link "Forgot password?". A red arrow points to the "Forgot password?" link. Below the Password field is a link "Don't have one? Create a new account or use Account Lookup". To the right of this is a green "Log In" button.

- **Begin reset:** You will reset your password by entering your (1) **username & email address**, and (2) **answer your security questions**. *Note: If you are unable to answer your security questions, skip to Option 2.*



The image shows two screenshots of the Password Reset process, connected by a black arrow pointing from left to right. The left screenshot is titled "Password Reset" and has two input fields: "Username Required" and "Email Address Required". At the bottom are "Cancel" and "Continue" buttons. The right screenshot is also titled "Password Reset" and has two input fields: "Security Question" (with the text "Favorite color" below it) and "Security Answer Required". At the bottom are "Cancel" and "Continue" buttons.

- **Create new password:** Enter your new password, reenter to confirm, and select finish to complete.



The image shows the Password Reset page. On the left are two input fields: "Create New Password Required" and "Confirm New Password Required". At the bottom are "Cancel" and "Finish" buttons. On the right, under the heading "Password must:", there is a list of requirements: "be between 8-20 characters AND", "contain at least one numeric character, at least one upper-case character, at least one lower-case character, and at least one symbol (except the '@' sign)". Below this list is the text "Passwords are case sensitive."

- **Welcome Back!** Congratulations, your password has been reset! You may now continue through the login process to get to your homepage.

Option 2 [Username is unknown]: If you do not know your username, or can't answer your security questions, you will access your account using one of the other search criteria. Select the Account Lookup link and find your account using your own personal information. Note: *If you are an organization/business customers please contact the DNR Call Center 1-888-936-7463 for assistance to reset your username.*

The image shows two screenshots of the 'go WILD' website. The left screenshot is the login page with fields for 'Username' and 'Password', a 'Log In' button, and a red arrow pointing to the 'Log In' button. The right screenshot is the 'Enter Your Personal Information' page, which has a heading 'Enter Your Personal Information' and a subheading 'Please enter ONE SET of identifying information.' Below this are four search criteria: 'Search by Driver's License Number / State ID', 'Search by Social Security Number', 'Search by Driver's License Number', and 'Search by Visa / Passport Number'. A black arrow points from the 'Log In' button on the left to the 'Enter Your Personal Information' page on the right.

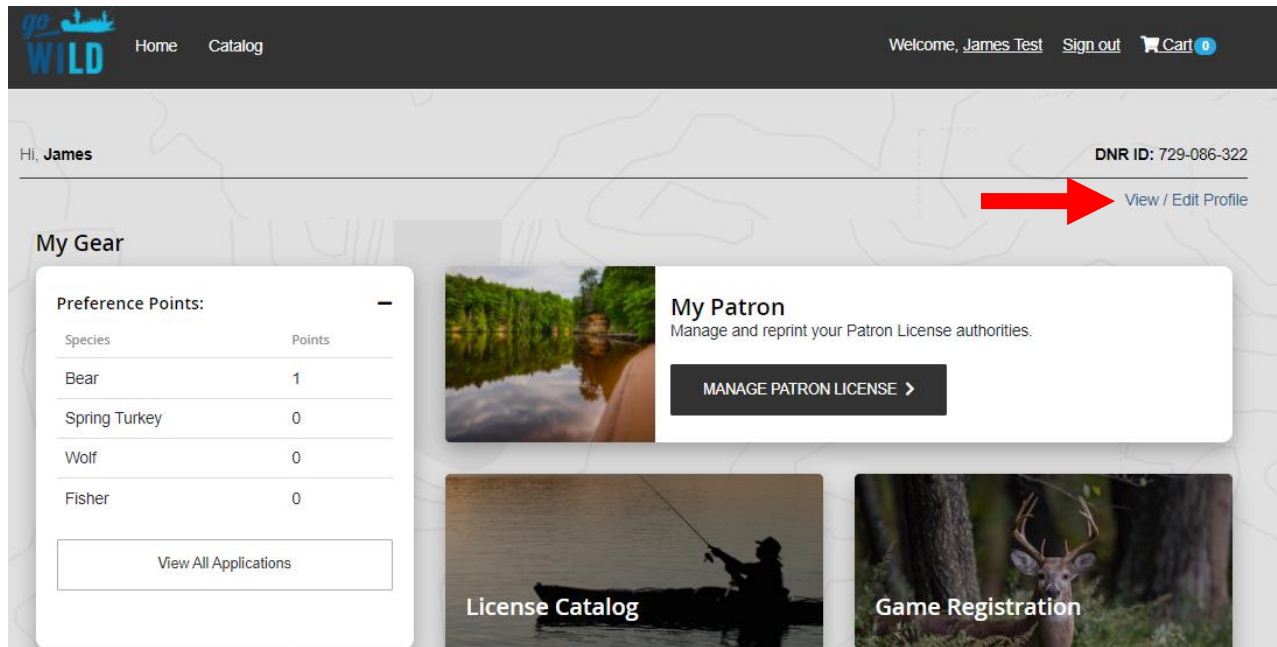
- **Welcome Back!** Enter your Driver License/State ID issuing state and ID number. If you do not have that information, leave both fields blank. Note: *To qualify for resident licenses, all customers age 18 and over must include a WI Driver License/State ID number.* Next indicate your state residency (Wisconsin resident or nonresident). If you are unsure of your state residency, select the Help me decide link. Select Next when finished.

The image shows a screenshot of the 'Welcome Back, Customer!' page. It has a heading 'Welcome Back, Customer!' and a blue box with text: 'Enter your Driver's License or State ID number and issuing state below. To qualify for Wisconsin Resident pricing online, you must provide a valid Wisconsin Driver's License or State ID if you are over the age of 18. If you do not have a valid Wisconsin Driver's License or State ID (and are over the age of 18), you may continue as a NonResident or you can visit an agent location to provide evidence of residency. If your Wisconsin Driver's License or State ID is validated, you can use it as your hunting and/or fishing license in most instances (paper licenses are still required on boundary and outlying waters).' Below this are three fields: 'Social Security Number' (with a placeholder '***.**-****'), 'Driver's License/State ID Issuing State' (a dropdown menu with 'Select' and a red box around it), and 'Driver's License/State ID Number' (a text field). Below these fields is a section titled 'Residency Required' with a red arrow pointing to it. It contains the text 'Are you a Resident of the State of Wisconsin?' and a link 'Help me decide'. There are two radio buttons: 'RESIDENT' and 'NON-RESIDENT'. At the bottom are 'Cancel' and 'Next' buttons.

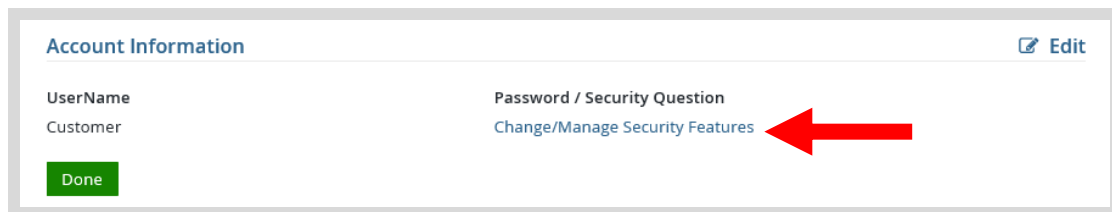
- **Review Summary.** Check your personal information (address, phone, email, etc) for accuracy. If changes need to be made, select the Edit icon. Once everything is confirmed correct, select the Yes button at the bottom.

The image shows a screenshot of the 'Review Summary' page. It has a heading 'Review Summary' and a subheading 'Personal Information'. Below this is a table with three columns: 'CUSTOMER TEST', 'Social Security Number', and 'Visa / Passport Number'. The first column contains the text '123 FAKE ST', 'ANYTOWN, WI 55555', 'UNITED STATES', and '(123) 456-7890'. The second column contains the text '***.**-****' and '02/06/1975'. The third column contains the text 'Issuing Country'. A red arrow points to the 'Edit' icon in the top right corner.

- **Customer Homepage** - Select the link to [View/Edit Profile](#) at the top right of the screen..



- **Customer Profile Page.** If you have already created a username and password for your online account, there will be a link at the bottom of your Customer Profile page: [Change/Manage Security Features](#). Select the link to open the Account Security Manager...



- **Manage Account Security.** You may now change your password and/or security question. Your username will stay the same. Select [Save Changes](#) when finished and your edits will be complete. Make sure to keep track and secure your security information for future use.

Manage Account Security

Change Password

Your Password must be between 8-20 characters and contain at least one numeric character, at least one upper-case character, at least one lower-case character, and at least one symbol (except the "@" sign). Passwords and Security Answers are case sensitive.

Create New Password *Required*

Confirm New Password *Required*

Update Security Question

Security Question *Required*

Security Answer *Required*

Cancel

Save Changes

- **Congratulations!** your password has been reset! Select [Done](#) to continue to your homepage.