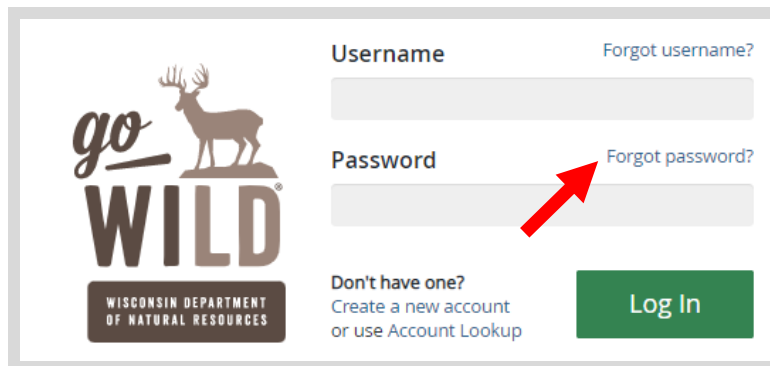


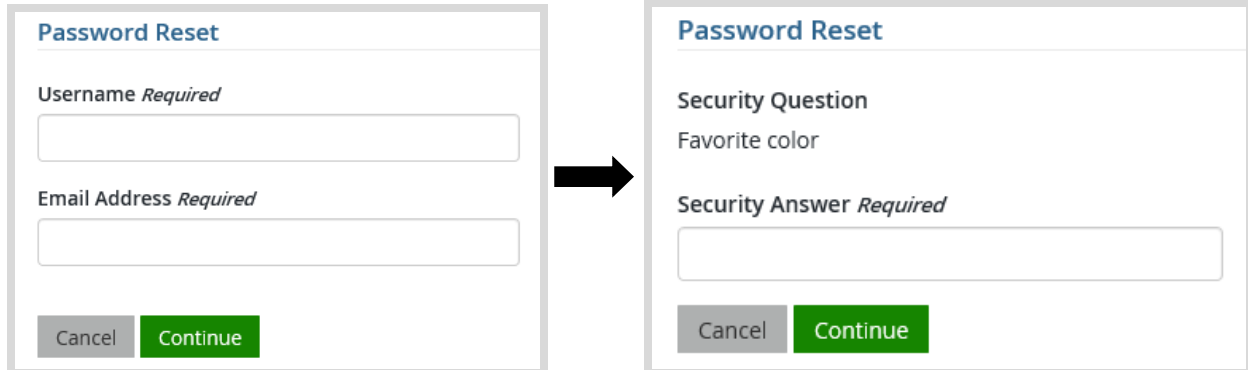
# HOW TO: Reset password and view username Go Wild account

- Visit the website [gowild.wi.gov](http://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.

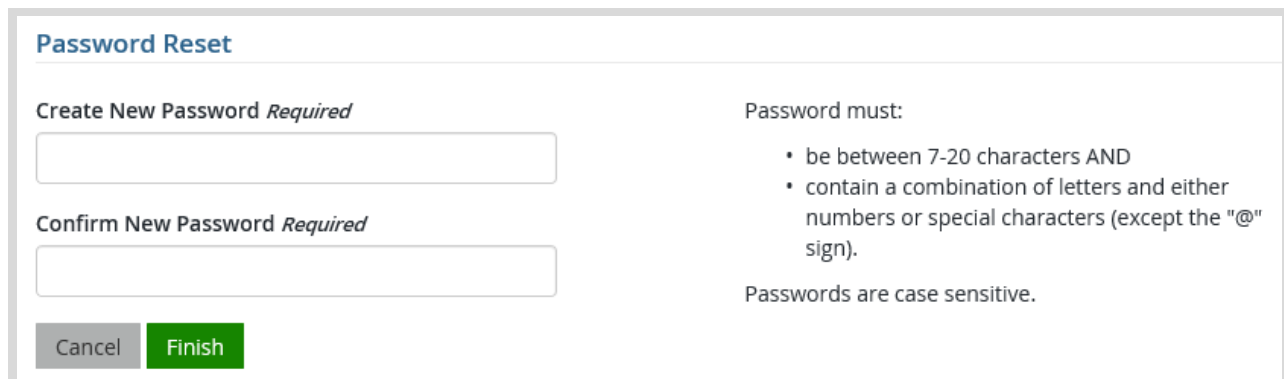
**Option 1 [Username is known]:** If you know your username, you may reset your password by selecting the **Forgot password** link from the login page. If you do not know your username, please go to **Option 2** below:



- **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.*



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



- **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 parts of the login process. On the left is the main login page with the 'go WILD' logo and fields for Username and Password. A red arrow points to the 'Account Lookup' link. On the right is the 'Enter Your Personal Information' page, which lists 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.

- **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.

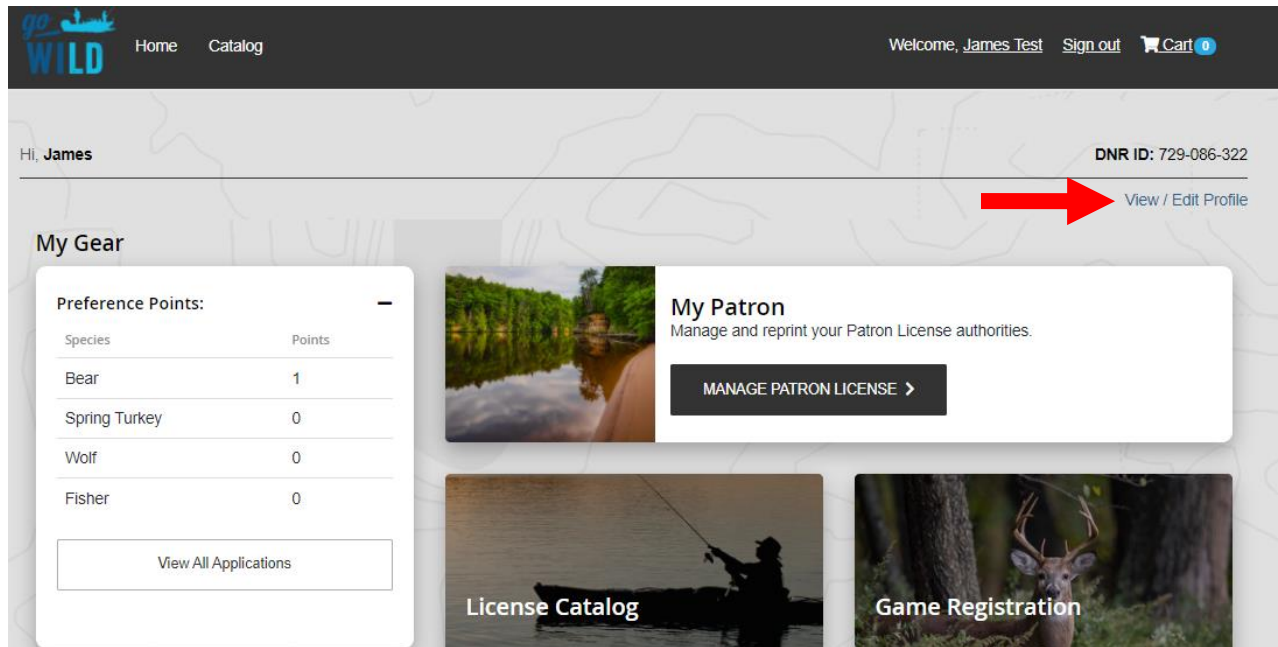
The screenshot shows the 'Welcome Back, Customer!' page. It includes a blue box with instructions about providing a Driver's License or State ID number. Below this are input fields for Social Security Number, Driver's License/State ID Issuing State (a dropdown menu), and Driver's License/State ID Number. A red box highlights these three fields. Below the input fields is a section titled 'Residency Required' with a red arrow pointing to it, containing radio buttons for 'RESIDENT' and 'NON-RESIDENT' and a 'Help me decide' link. 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.

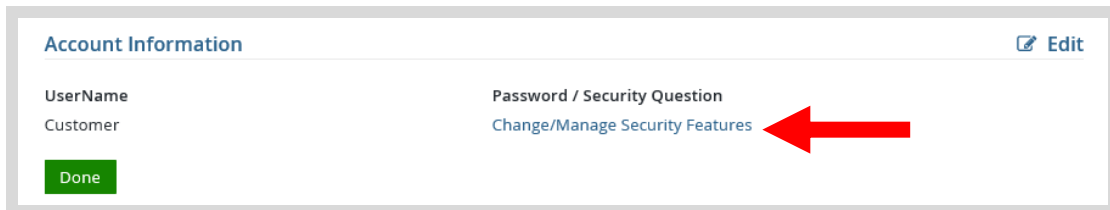
The screenshot shows the 'Review Summary' page. It has a section for 'Personal Information' with an 'Edit' icon highlighted by a red arrow. Below this is a table of personal information:

|  |  |   |
|--|--|---|
| CUSTOMER TEST<br>123 FAKE ST<br>ANYTOWN, WI 55555<br>UNITED STATES<br>(123) 456-7890 | Social Security Number<br>***-**-****<br><br>Date of Birth<br>02/06/1975 | Visa / Passport Number<br><br>Issuing Country |
|--|--|---|

- **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 7-20 characters and MUST contain a combination of letters and either numbers or special characters (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*

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