How to RECOVER your evaluation password  
(returning users)

1. Access the following link to get to the log-in site:  
   https://videsktop.kent.edu/viEvalHomepage/login.aspx

   ![User Login Screen](image1.png)

2. Select "Forgot your password?". You will be redirected to the "Password Recovery" screen.

   ![Password Recovery Screen](image2.png)

3. Enter your entire email address (Example: kswatson@kent.edu) in Email Address box. Select ‘Send’.

4. The following message will appear letting you know to check your email.

   ![Password Recovery Message](image3.png)
5. You will receive an email from Admin@videsktop.com immediately with your previously established password. Keep in mind that your password for the evaluation process may be different than your FLASHWord. The passwords are unrelated and do not 'sync'.

![Email Example]

6. Close the "Password Recovery" window by selecting "close". You will be directed back to the login screen.

7. Enter your user name (without @kent.edu) and password from your email. Example below.

![Login Screen]

8. Select “Login” to be directed to your evaluation homepage.