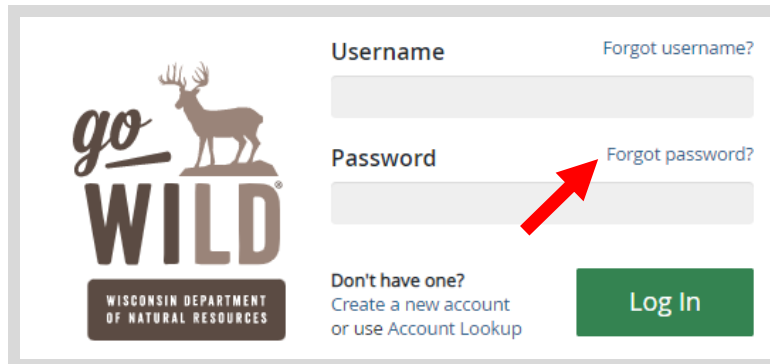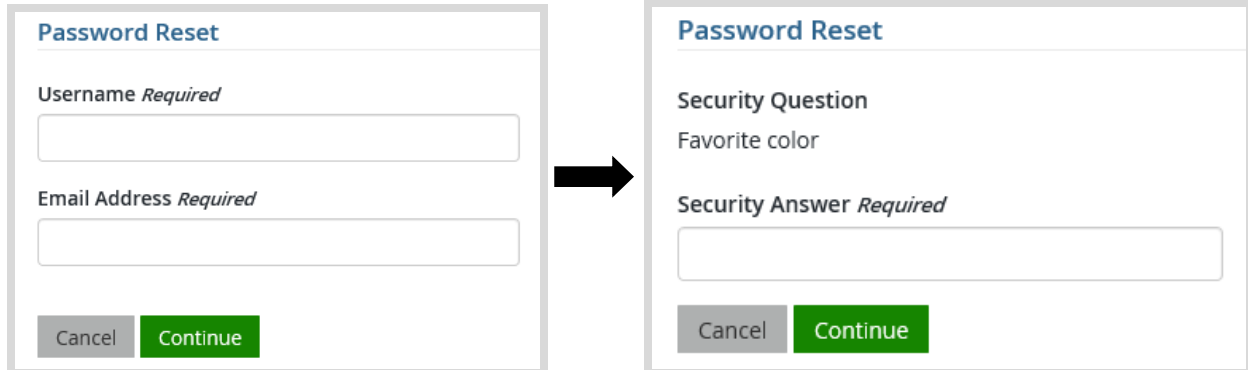# HOW TO: Reset password and view username Go Wild account

- **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 approprate option below:
    - **Username is known = follow option 1 instructions.**
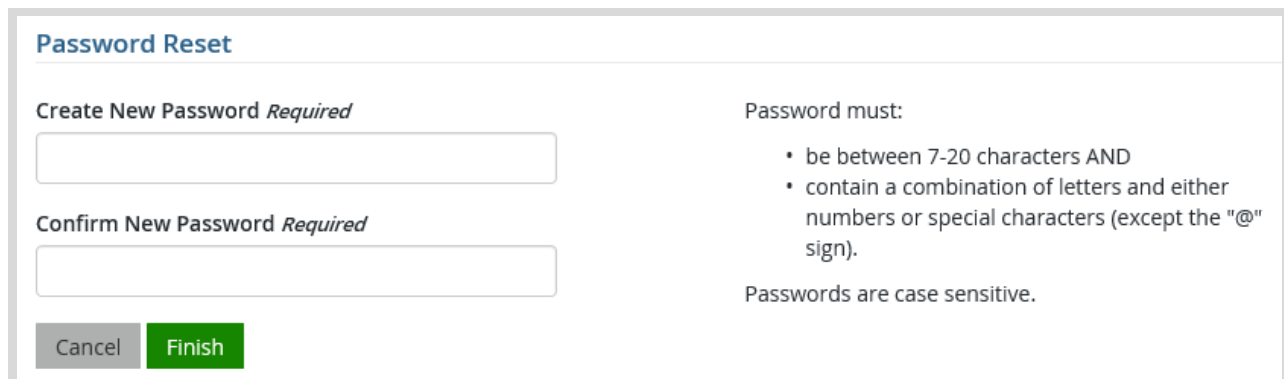   - **Username is unknown = follow option 2 instructions.**

Option 1 [Username is known]: If you know your username, you may reset your password by selecting the Forget 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 peronal 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.*

- **Welcome Back!** Your account has been found. Enter your driver license number and state (optional). If you do not wish to enter your driver license, leave <u>both</u> the DL state and DL number blank. Then select if you are a resident of Wisconsin, or a nonresident. Select Next when finished.
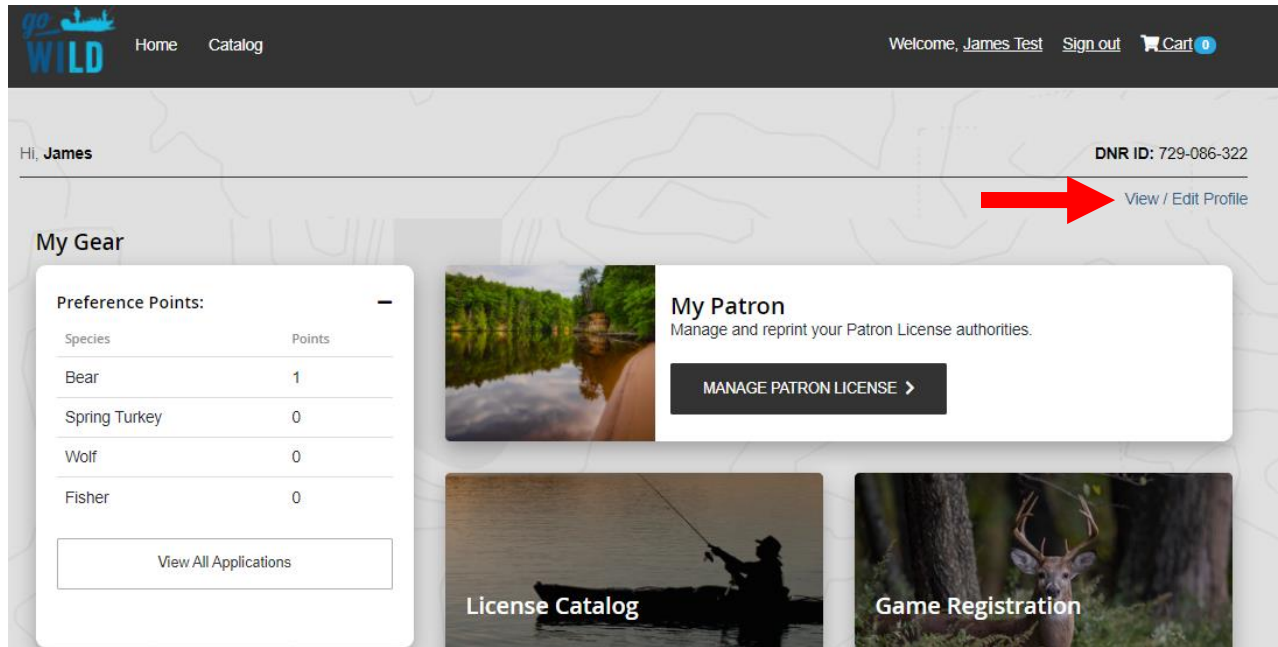

- **Review Summary.** Check your personal information (address, phone, email, etc) for accuracy. If changes need to be made, select the ✎ Edit icon. Once everything is confirmed correct, select the Yes button at the bottom.
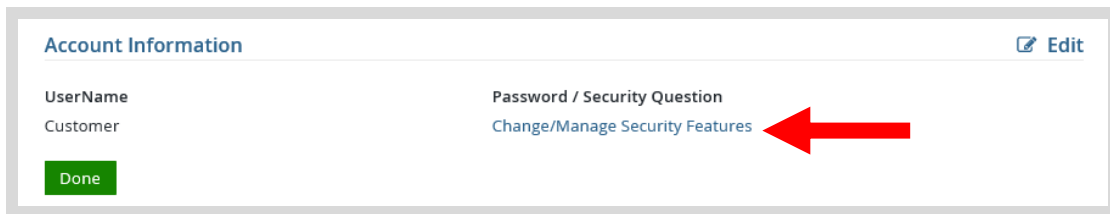
- **Customer Homepage** - Select the link to View/Edit Profile at the top right of the screen..

- **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.

- **Congratulations!** your password has been reset! Select Done to continue to your homepage.