OpenNet WLD Account Security Overview
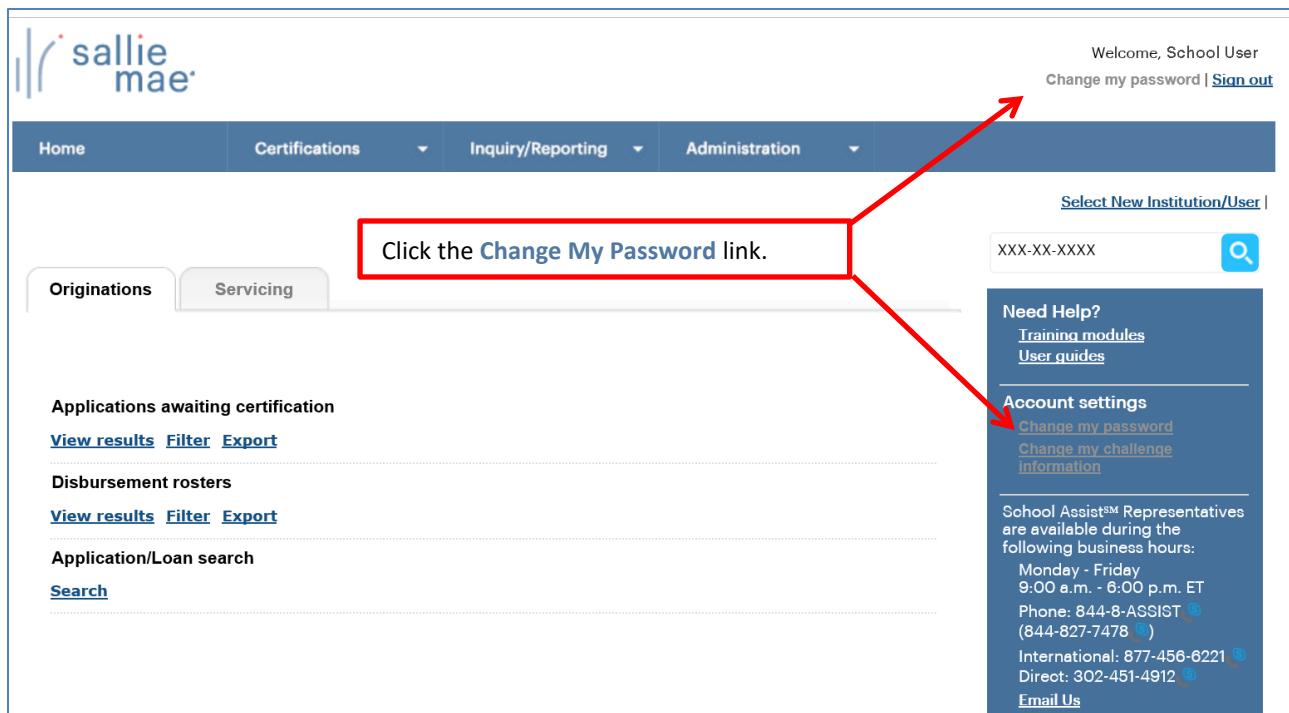
From within the OpenNet® Web Loan Delivery system, you can change your account security information:

- Your password
- Your challenge information

Change Your Password

How to change your password:

1. From any page in OpenNet, click on one of the following links:
   - The **Change My Password** link located at the top of the page.
   - The **Change My Password** link located in the Right Rail under Account Settings.

The Change Your Password page displays.

(Continued on the next page)

sallie mae

Feedback

CHANGE YOUR PASSWORD

Complete the fields below and click on the SUBMIT button to change your password. The CANCEL button returns you to the previous page without saving any changes.

Log-in Information

All fields are required.

Type your current password.

Current Password:

Type your new password.

New Password:

Your password must be 8-32 characters long and contain at least one letter and one number. You may use any alphanumeric or special character that can be directly typed from a standard keyboard except the following: < > ( ) { } &. Please be aware that passwords are case-sensitive.

Type your new password again.

Confirm New Password:

Re-enter your password to confirm.

Click the **Submit** button.

Submit   Cancel

2. Type your current password into the **Current Password** text box.

3. Type your new password into both the **New Password** and **Confirm New Password** text boxes.

4. Click the **Submit** button.

   The Password Changed page displays, confirming that the change was successful.

PASSWORD CHANGED

Click the **Continue** button.
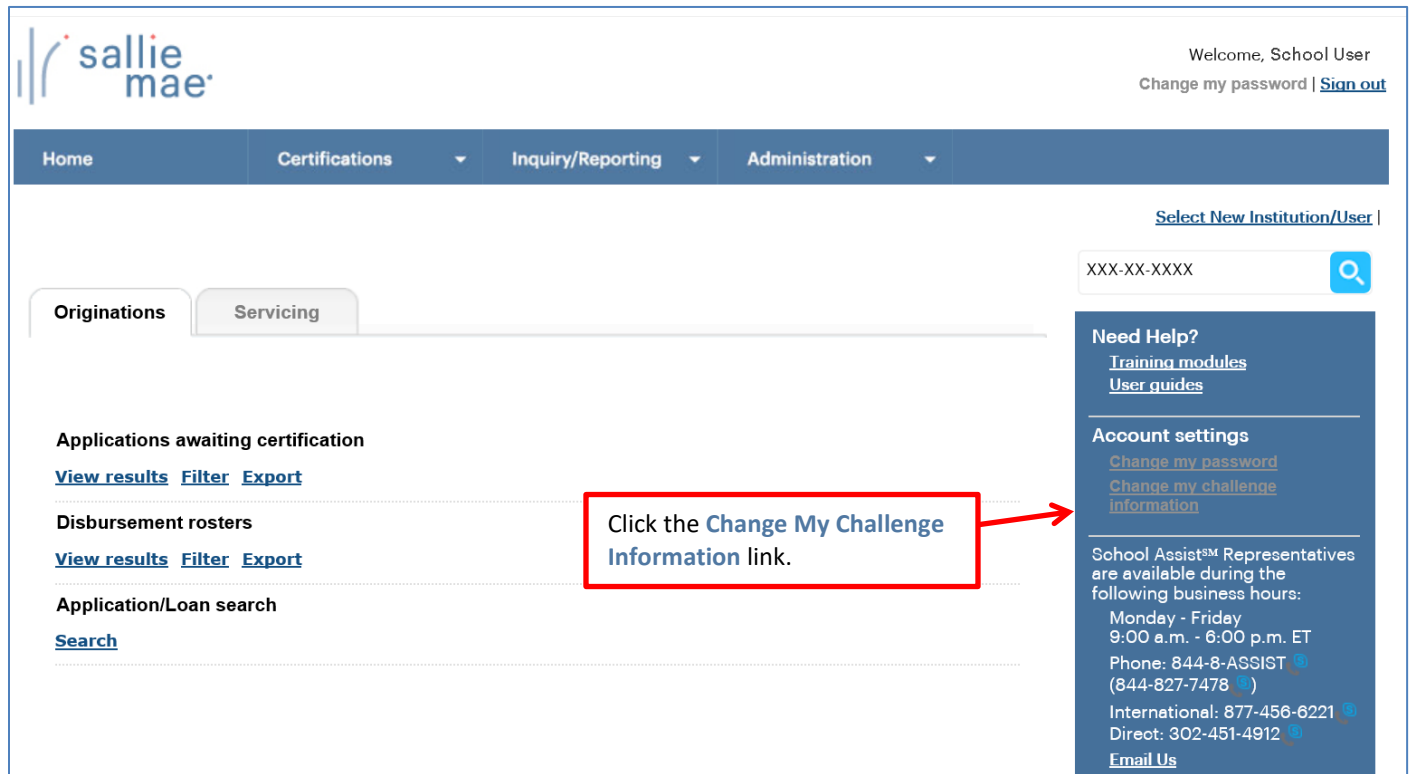
Thank you. Your password has been changed.

Continue

5. Click the **Continue** button to return to the original OpenNet page.

Change Your Challenge Information

How to change your challenge information:

1. From any page in OpenNet, click the **Change My Challenge Information** link located in the Right Rail under Account Settings.

Click the **Change My Challenge Information** link.

The Change Your Challenge Questions page displays.

(Continued on the next page)

CHANGE YOUR CHALLENGE QUESTIONS

The questions below will be used to reset your password online or to confirm your identity if you need to call us for assistance.
Plea[...] provide answers for each that you can easily remember. Your answers [...]
25 c[...]ns you to the previous page without saving any changes.

Select five questions.

Type the answers.

Challenge Information

All fields are required.

Question	Answer
--------------------------------Please select challenge question 1 -------------------------------- ▼	
--------------------------------Please select challenge question 2 -------------------------------- ▼	
--------------------------------Please select challenge question 3 -------------------------------- ▼	
--------------------------------Please select challenge question 4 -------------------------------- ▼	
----------------[...]question 5 -------------------------------- ▼	

Click the **Submit** button.

Submit   Cancel

2. Select five unique questions using the **Question** drop-down menus and enter the five corresponding answers into the **Answer** text boxes.

3. Click the **Submit** button.

    The Challenge Questions Saved page displays, confirming that the updated information has been saved.

CHALLENGE QUESTIONS SAVED

Click the **Continue** button.

Thank you. Your challenge questions have been saved.

Continue

4. Click the **Continue** button to return to the original OpenNet page.