

## Step 1 - FanshaweOnline (<http://www.fanshaweonline.ca>)

If you already know your username and password:

Enter your username and password into the fields provided and click Login

**LOGIN**

USERNAME

PASSWORD  
(CASE SENSITIVE)

LOGIN

[LOG IN HELP](#)

[SYSTEM CHECK](#)

If you do not know your username and password:

Click on the LOG IN HELP link displayed on the page

## Step 2

You should see a page that looks similar to this

### Students

If you are a first time user, or do not know your username or password, please refer to the [FanshaweOnline account information](#)

For additional assistance, contact the FanshaweOnline/CONNECT Resource Centre (CRC) at 452-4478 or email [fol@fanshawec.ca](mailto:fol@fanshawec.ca)

### Employees

If you are experiencing login problems, or do not know your user name and password please contact the Helpdesk at 452-4430 ext.4357 or email [helpdesk@fanshawec.ca](mailto:helpdesk@fanshawec.ca)

Students - Click the link that is displayed on the page:

### Step 3

A new browser window will open

Enter your 7 digit student number into the field provided

Click Submit



## Account Self Service: Password Reset

Please enter your Fanshawe College Student Number:

Student Number:

If you require assistance regarding your student number or password please contact the Helpdesk at (519) 452-4430 x4357

For the current hours of the Helpdesk please visit their [website](#).

## Step 4

Depending upon your student status you will be prompted with either of the following screens:



# Account Self Service: Password Reset

Below is a list of the personal email addresses we have on record for you.  
Please select the email address you would like the password reset email sent to.

*Please note that for security reasons only the first 2 characters and  
the domain of the email address are displayed.*

js\*\*\*\*@hotmail.com ▼

Submit

If you require assistance regarding your student number or password please contact  
the Helpdesk at (519) 452-4430 x4357

For the current hours of the Helpdesk please visit their [website](#).

**OR**



# Account Self Service: Password Reset

No personal email addresses found on file.  
Please contact the Help Desk to get your password reset.

If you require assistance regarding your student number or password please contact the Helpdesk at (519) 452-4430 x4357

For the current hours of the Helpdesk please visit their [website](#).

Depending which option you have:

If you receive option two please call the HelpDesk for assistance.

## Step 5

You will see a screen similar to this, displaying your FanshaweOnline login information



# Account Self Service: Password Reset

The password reset email has been sent. Please check your email and follow the instructions to complete resetting your password.

If you require assistance regarding your student number or password please contact the Helpdesk at (519) 452-4430 x4357

For the current hours of the Helpdesk please visit their [website](#).