

# [Help Desk](#)

January 12, 2018

WVNET provides technical support for our customers **24/7/365**. You may call at any time to report a problem and ask for assistance. In most cases, you should be able to find an answer to your question in the information provided on this website. Regardless, our goal is to solve your problem and get you back to computing in a timely and friendly manner.

---

## Contact Our Help Desk Now

[304.293.5192](tel:304.293.5192)

[Email Us](#)

## Submit a Support Request



**[Request Support with OZ](#)**

---

## E-mail Password Help

## Password Change Procedure

Use this form to change the password for your account. You must specify a value for all items listed below.

### Instructions

1. Enter your userid.
2. Enter your password.

3. Enter your new password.

*Passwords should be entered in lowercase. Only alphanumeric characters are permitted (e.g. a-z, 0-9). Spaces are not allowed.*

4. Verify your new password by entering it again.

1. Userid:	<input type="text"/>
2. Old Password:	<input type="text"/>
3. New Password:	<input type="text"/>
4. Verify Password:	<input type="text"/>
<input type="button" value="Change"/>	<input type="button" value="Clear"/>

## E-mail Forwarding

# Mail Forwarding Procedure

Use this form to set a mail forwarding address for your account. You must specify a value for all items listed below. The userid must be valid and match the userid portion of your e-mail address. For example, if your e-mail address is myid@mail.wvnet.edu then your userid is "myid". The forward-to e-mail address must be fully qualified (e.g. newid@somplace.com). The mail forwarding setting takes place immediately. To disable forwarding, leave the "Forward-To address" blank.

1. Userid:	<input type="text"/>
2. Password:	<input type="text"/>
3. Forward-To Address:	<input type="text"/>
<input type="button" value="Change"/>	<input type="button" value="Clear"/>

---