Advisor - Problems logging into APEX:

If you **HAVE NOT** obtained official access to Advisor APEX, refer to the web site below to get your APEX account set up:

http://www.uky.edu/degreeaudit/faqs.htm#Access-Iss-1

If you **HAVE** officially obtained access to Advisor APEX and are **still experiencing** problems accessing the APEX system, read below:

1) Verify your Active Directory (AD) ID and AD password are correct by logging into the **UK Account Manager** at: https://ukam.uky.edu/manager/. Press the "Manage Your Account" button.

![Image of UK Account Manager](image)

Figure 1:

2) If you are **unable** to login via "Manage Your Account", try the "Reset A Forgotten Password" process which is described in more detail at:

http://www.uky.edu/IT/CustomerService/Accounts/changepass.html#chap3
3) If you are unable to do Step 1 or Step 2, you may need an “Administrative Password Reset” which is described in more detail at:

http://www.uky.edu/IT/CustomerService/Accounts/changepass.html#chap4

If none of these steps work, you can contact one of the three below sources:

- Contact UK IT Customer Service Center at: http://www.uky.edu/UKIT/
- Contact the APEX College Contact at: http://www.uky.edu/degreeaudit/contacts.html
- Contact Team APEX at: http://www.uky.edu/degreeaudit/APEX_Contact_Us.htm