

Advisor - Problems logging into APEX:

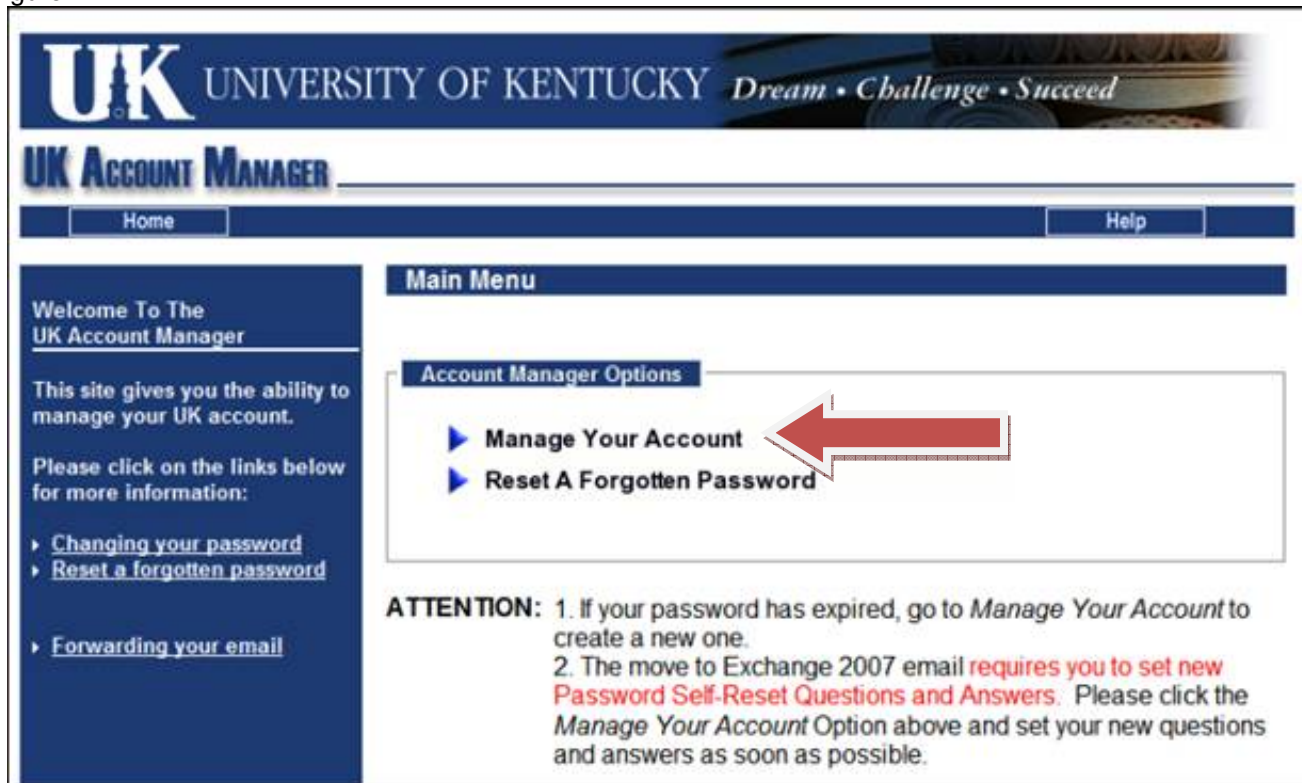
If you **HAVE NOT** obtained **official** access to Advisor APEX, refer to the web site below to get your APEX account set up:

<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.

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