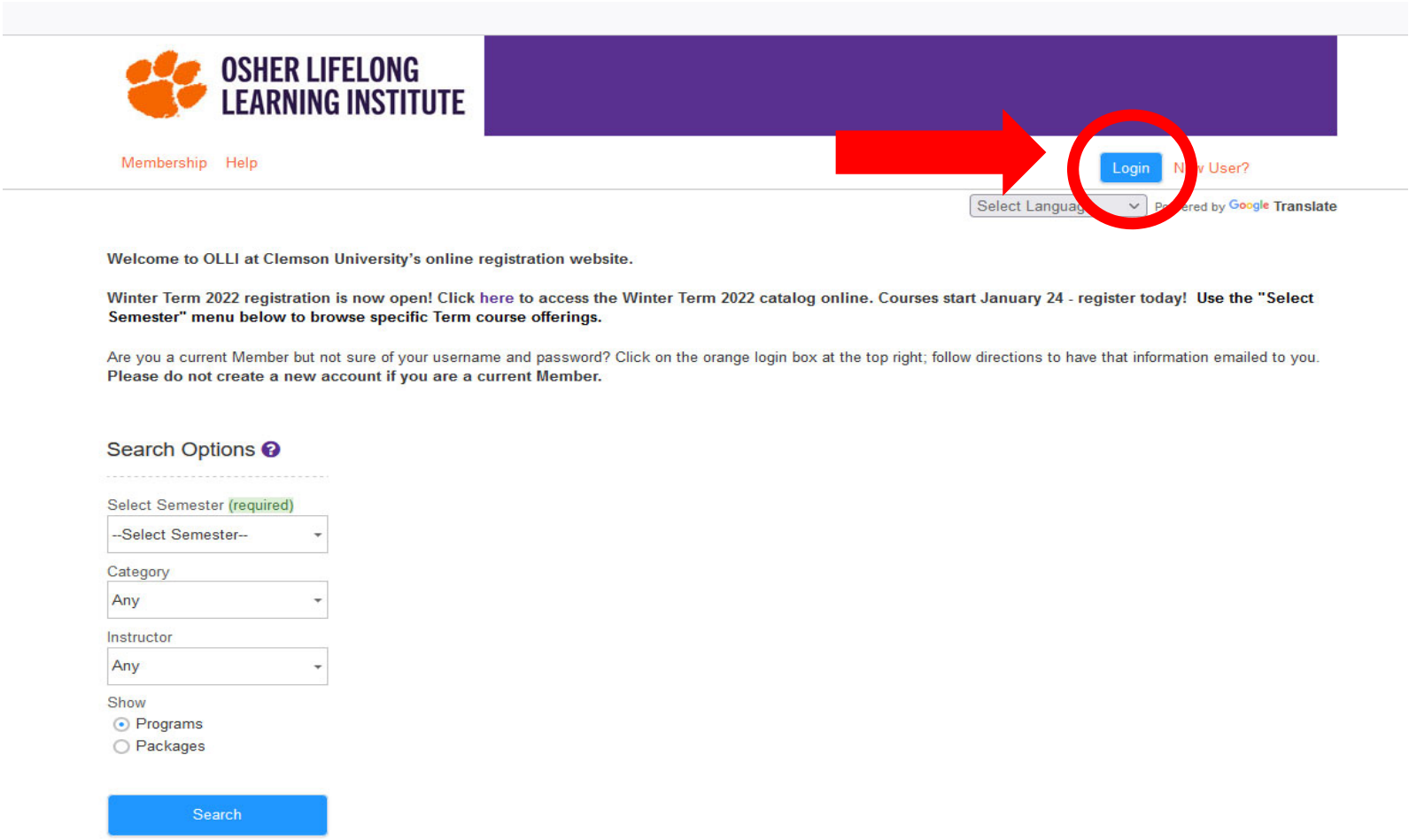
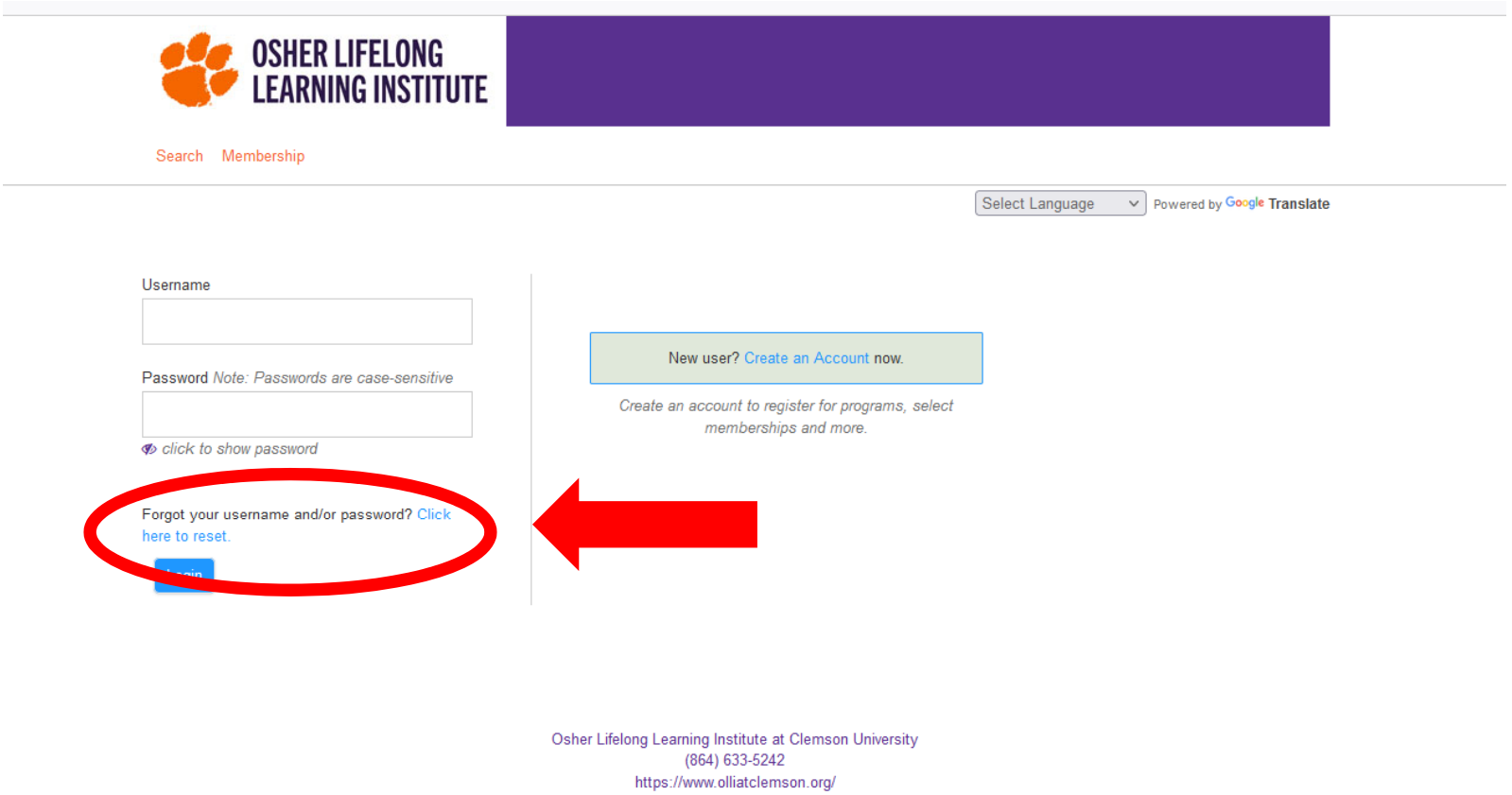
How to Retrieve your Online Username and Reset Your Online Password

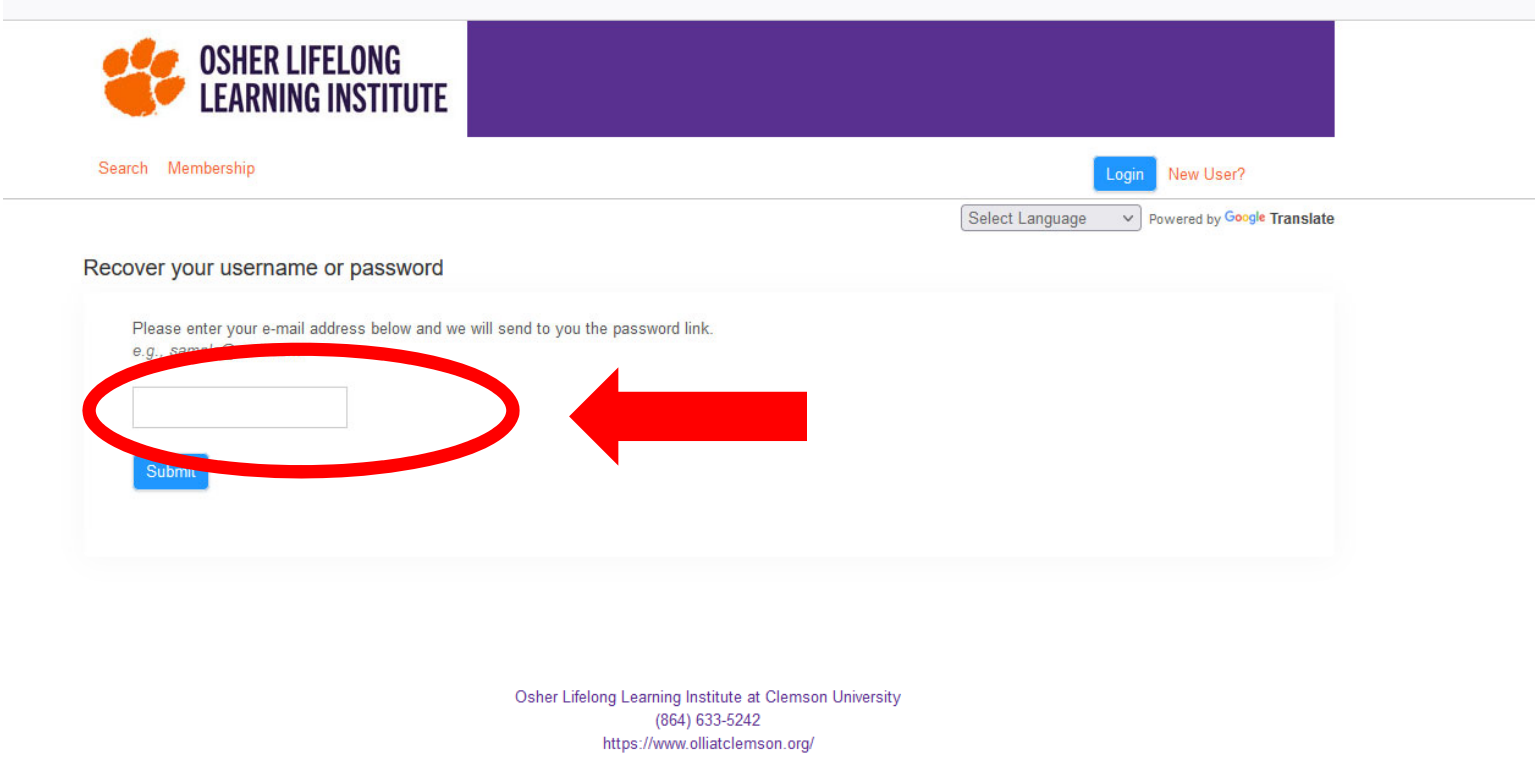
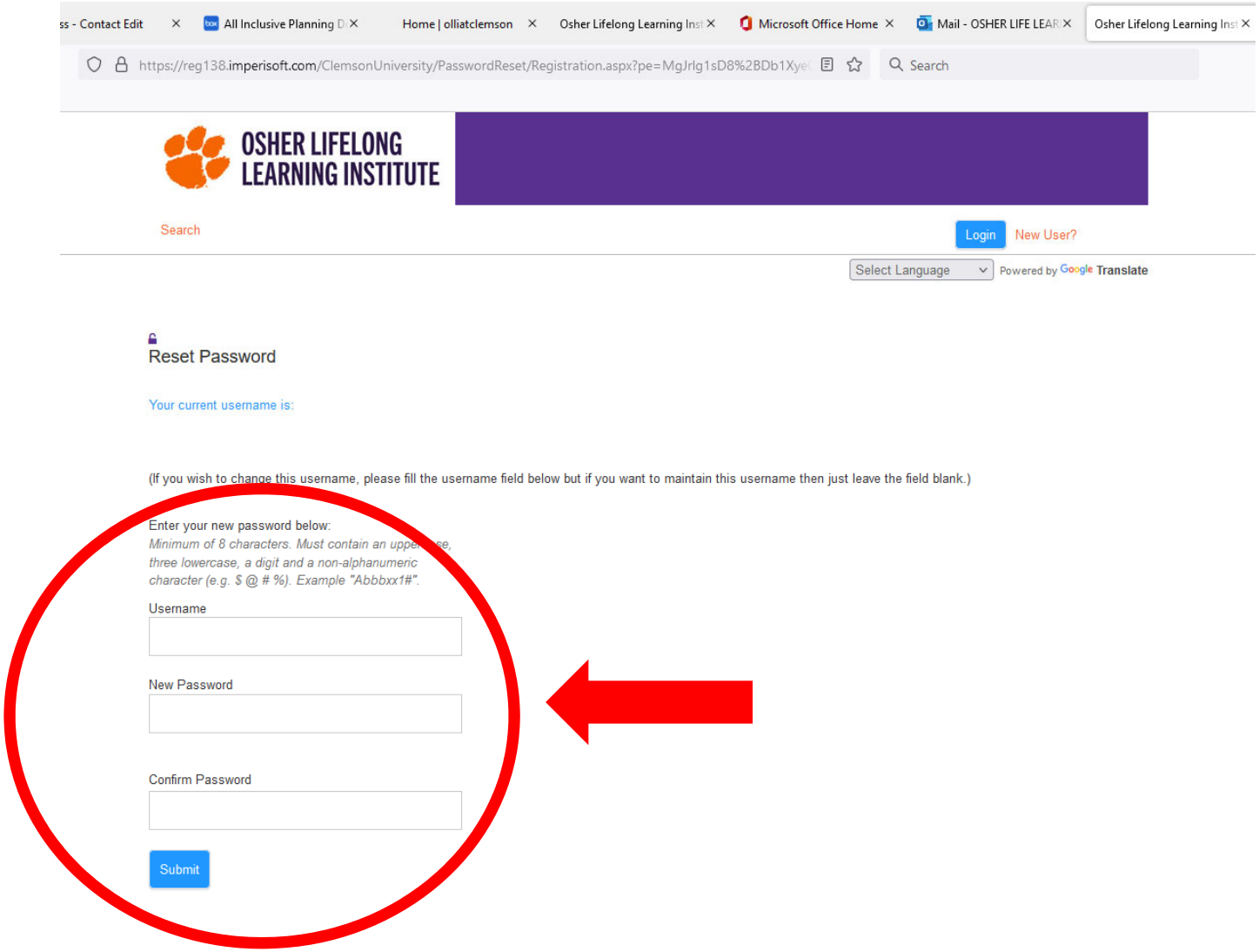
1. From the online registration site, https://reg138.imperisoft.com/ClemsonUniversity/Search/Registration.aspx, click the "Login" button at the top.



2. It will lead you to the Login page. Then, select the “Click here to reset” link.



3. On the Recover Your Username or Password page, enter the email address you have in the system, then click the “Submit” button. The system will automatically send you an instructional Reset Password Email. Note: If you have not received the email after 10 minutes, please check your Spam or Junk email folder.



4. Following the instructional Reset Password Email, you have the option to change your Username in addition to changing your password. Note that the reset password link expires after 30 minutes. Once you click the “Submit” button, you will be logged into your online account.