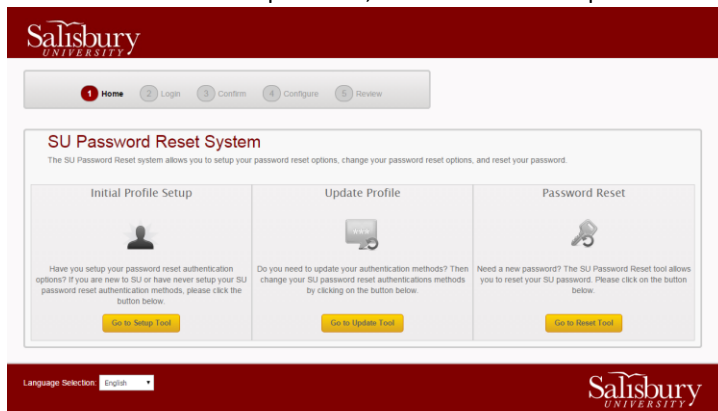


This guide covers how to set up your password reset system to configure up to three options (security questions and answers, alternate email address, and SMS text message) and how to use the password reset site to reset your SU password.

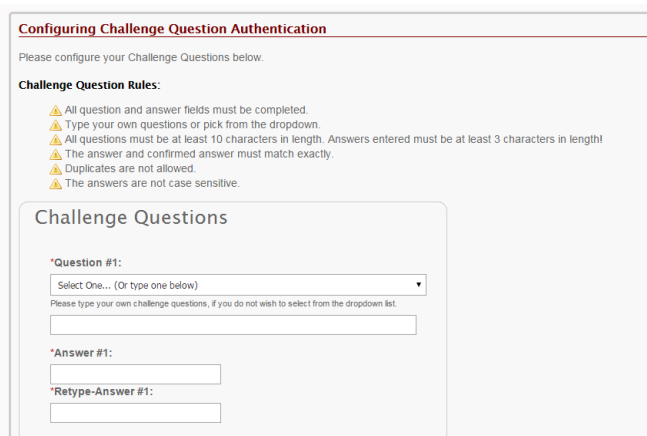
INITIAL PROFILE SETUP

Before you are able to use Password Reset to reset your SU password, you will first need to configure up to three options (security questions and answers, alternate email address, and SMS text message) to allow you to reset your password through the Initial Profile Setup process. This is a one-time only process, and does not need to be completed again once it is successfully completed the first time, though you are able to change or update your profile at any time. **You need to have a currently working password to complete this process.** Call the IT Help Desk for assistance if your password is not working.

- Visit <http://mypassword.salisbury.edu> and click the **SU Password Reset System** link.
- In the Initial Profile Setup section, click the Go to Setup Tool button.



- Enter your SU username and click Continue.
- In the Confirm SU Account screen, enter your SU username and password and click Continue.
- In the Configuring Challenge Question Authentication screen, set up your five challenge questions. You may choose to answer one of the pre-loaded questions, or you may create your own question(s). Click Continue when you have answered them all.

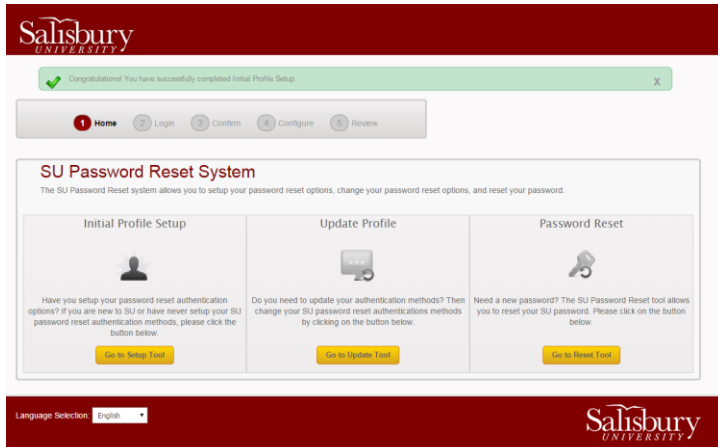


- In the Configuring Email Authentication screen, provide an alternate email to send a code to if you need to reset your password and then click Continue. If you do not have an alternate email, click Skip.

- It is highly recommended that you provide an alternate email and/or mobile phone number to be able to reset your password in the event that your current password doesn't work or is expired and you are unable to answer your challenge questions.
- In the Configuring SMS Authentication screen, enter a valid US phone number capable of receiving text messages and choose your carrier from the drop down list. Click Continue when you are done, or if you do not have a US phone number or phone capable of receiving text messages, click Skip.

- Enter numbers only, no spaces or symbols/punctuation.
- This is only available for US phones. International phones are not able to use this service.
- It is highly recommended that you provide an alternate email and/or mobile phone number to be able to reset your password in the event that your current password doesn't work or is expired and you are unable to answer your challenge questions.
- Provider options are AT&T, Sprint, Verizon, MetroPCS, Virgin Mobile, T-Mobile, Rogers Wireless, Tracfone
- Note: For StraightTalk customers, your phone may use AT&T, T-Mobile, Verizon or Sprint. If you are not sure, you may check with your service provider, the box that the phone came in, or may be able to determine it from this page: <http://www.prepaidphonenews.com/2011/12/how-to-get-tracfone-net10-or-straight.html>. If you are not sure, start with AT&T and then attempt to send yourself a code using the Reset option. If you don't receive a code, choose Update Profile, change the provider for your SMS number and try again.

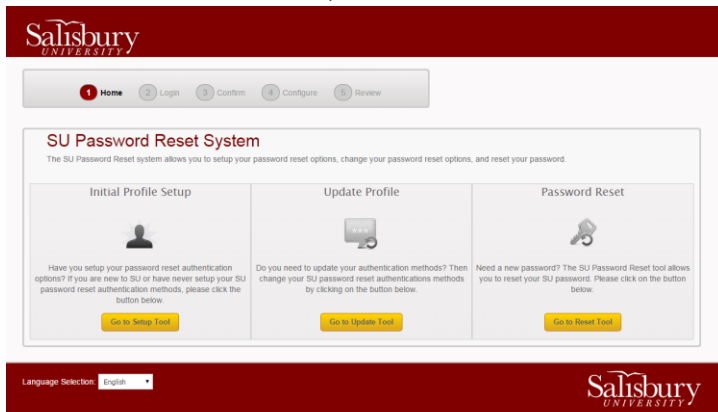
- Once complete, you will return to the SU Password Reset System home page, and a confirmation will appear on the page.



RESET YOUR PASSWORD

You can use this system to reset your password at any time, even if your password is expired.

- Visit <http://mypassword.salisbury.edu> and click the **SU Password Reset System** link.
- In the Password Reset section, click the Go to Reset Tool button.



- Enter your SU username and click Continue.
- On the Confirm SU Account page, you can choose to authenticate by either providing answers to your challenge questions, or through SMS or Email by having a code sent to your phone or alternate email address if you had previously set that up through Initial Profile Setup. If you choose to have a code sent, click Send Code and then enter the code you receive in the field provided. Click Continue when you have completed your chosen authentication method.

Confirm SU Account

To confirm your SU account, please provide the authentication information. You may have multiple authentication options and if so, choose which option to use. Active Directory authentication is your SU username and current password. Authenticating with email and SMS (phone text) require you to have setup these options.

*** Required**

Authenticate with Challenge Questions.

Authenticate with SMS

***Select a Phone # and Click 'Send Code'**

4****@vtext.com

***Please enter the pin code sent to your mobile device SMS:**

Authenticate with E-Mail.

- Once authenticated, you can create and confirm your new password and click Reset.

Create a New Password

Type in a new password, following the rules to the right. Confirm your password, then click the "Reset" button.

* Required

Password Rules:

- Minimum of 8 and maximum of 24 characters.
- Passwords must contain a mix of characters from three of the following Numbers, Uppercase Letters, Lowercase Letters and Special Characters.
- Password used must not be any of the passwords you have used within the previous 365 days.
- Case sensitive for all systems that are highlighted with **YELLOW**

*Password:

*Confirm Password:

- In Review Changes, review your changes and then click Finish.

Review Changes

Accounts with a green icon in the status column have had the password successfully changed. A red icon status means there was an error. To leave the password reset wizard, click the button, "Finish"

Selected Accounts		
User Name	System Name	Status
CN=,OU=Students,DC=salisbury,DC=edu	SU User ID	Successful

Cancel Finish

- You will return back to the SU Password Reset System home page and your password has been successfully changed.

UPDATE YOUR PROFILE

If you need to make changes to your profile, including changing your challenge questions, and changing or adding an alternate email or mobile phone number, you can use the Update Tool under Update Profile.

- Visit <http://mypassword.salisbury.edu> and click the **SU Password Reset System** link.
- In the Update Profile section, click the Go to Update Tool button.

- Enter your SU username and click Continue.
- On the Confirm SU Account page, you can choose to authenticate by either logging in with your SU username and password, by providing answers to your challenge questions, or through SMS or Email by having a code sent to your phone or alternate email address if you had previously set that up through Initial Profile Setup. If you choose to have a code sent, click Send Code and then enter the code you receive in the field provided. Click Continue when you have completed your

chosen authentication method.

Confirm SU Account

To confirm your SU account, please provide the authentication information. You may have multiple authentication options and if so, choose which option to use. Active Directory authentication is your SU username and current password. Authenticating with email and SMS (phone text) require you to have setup these options.

*** Required**

Authenticate with Active Directory Credentials.

Authenticate with Challenge Questions.

*What is your mother's maiden name?

*What is your father's middle name?

*What make was your first car or bike?

Authenticate with SMS

Authenticate with E-Mail.

- Once authenticated, you can change your challenge questions, alternate email address and/or SMS (text messaging) phone number on the Configure/Update Your Authentication Methods page. Click Finish when you are done with your changes.

Configure/Update Your Authentication Methods

Update your Recovery Methods. Click 'Finish' button when you are done with your profile update.

Challenge Questions

Challenge Question Rules:

- All question and answer fields must be completed.
- Type your own questions or pick from the dropdown.
- All questions must be at least 10 characters in length. Answers entered must be at least 3 characters in length!
- The answer and confirmed answer must match exactly.
- Duplications are not allowed.
- The answers are not case sensitive.

*Question #1:
Select One... (Or type one below)
Please type your own challenge questions, if you do not wish to select from the dropdown list.

*Answer #1:

*Retype-Answer #1:

*Question #2:
Select One... (Or type one below)
Please type your own challenge questions, if you do not wish to select from the dropdown list.

E-Mail Support

Primary E-Mail:
[redacted]@salisbury.edu

Alternate E-Mail:

SMS Support

Phone #:

Please Select Your Carrier:
Verizon

- You will be returned to the SU Password Reset System home page with a confirmation message at the top.

Salisbury UNIVERSITY

✓ Congratulations! You have successfully completed Update Profile. X

1 Home 2 Login 3 Confirm 4 Configure 5 Review

SU Password Reset System

The SU Password Reset system allows you to setup your password reset options, change your password reset options, and reset your password.

<p>Initial Profile Setup</p> <p>Have you setup your password reset authentication options? If you are new to SU or have never setup your SU password reset authentication methods, please click the button below.</p> <p>Go to Setup Tool</p>	<p>Update Profile</p> <p>Do you need to update your authentication methods? Then change your SU password reset authentication methods by clicking on the button below.</p> <p>Go to Update Tool</p>	<p>Password Reset</p> <p>Need a new password? The SU Password Reset tool allows you to reset your SU password. Please click on the button below.</p> <p>Go to Reset Tool</p>
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