

This documentation will demonstrate the process of changing or resetting your password through the Siena College Password Reset Portal.

You MUST be registered for the Portal before you can change your password!

Using the Password Reset Portal to Reset Your Password

1. Open any web browser and go to the Siena ITS Password Reset Page at <https://www.siena.edu/password> Choose the **Reset your password** option.
2. The page you are first presented will not have any Siena logos. Siena is using a Microsoft-based tool for password reset. You will be prompted to enter your Siena college username (with the @siena.edu). Then enter the characters in the image to confirm that you are human. Click **Next** to continue.

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

Next

Cancel

3. You will be presented with two options for your account. Choose the **I forgot my password** option and then click **Next** to continue.



Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel

The following instructions will demonstrate the use of the two recommended verification methods (Authenticator and Phone). If you did not choose to use those methods during registration, you may see something different.

4. You will be presented with the first verification step. If you set up the Microsoft Authenticator app in the registration process as suggested, choose the option **Approve a notification on my authenticator app** and click **Send Notification**. You'll get a notification in the Microsoft Authenticator app on your smartphone. Tap **Approve** to approve the verification request.



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

<p><input type="radio"/> Text my mobile phone</p> <p><input type="radio"/> Call my mobile phone</p> <p><input checked="" type="radio"/> Approve a notification on my authenticator app</p> <p><input type="radio"/> Enter a code from my authenticator app</p>	<p>Send a notification to your authenticator app on your mobile device.</p> <p>Send Notification</p>
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5. You will be presented with the second verification step. If you set up phone verification in the registration process as suggested, choose the option to **Text my mobile phone** or **Call my mobile phone**, enter your phone number, then click **Text** or **Call**. After you receive the text or phone call, enter the verification code and click **Next** to continue.



Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

<p><input checked="" type="radio"/> Text my mobile phone</p> <p><input type="radio"/> Call my mobile phone</p>	<p>In order to protect your account, we need you to enter your complete mobile phone number (*****17) below. You will then receive a text message with a verification code which can be used to reset your password.</p> <p><input type="text" value="Enter your phone number"/></p> <p>Text</p>
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Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

<p><input checked="" type="radio"/> Text my mobile phone</p> <p><input type="radio"/> Call my mobile phone</p>	<p>We've sent you a text message containing a verification code to your phone.</p> <p><input type="text" value="Enter your verification code"/></p> <p>Next</p>
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6. If you successfully completed the verification process, you will be prompted to create a new password. The password must meet the following requirements:
 - Minimum of 10 characters
 - Contain at least three of the four character types: upper-case, lower-case, numbers, and special characters
 - Not contain your name or username
 - Not be one of your previous 12 passwords



Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel

7. Once you change and verify the new password, click **Finish** to continue. You should see a message that your password has been successfully changed. You will also receive an e-mail confirmation.

Your siena.edu password has been reset Inbox × Sienna ×

Microsoft on behalf of siena.edu <msonlineserviceteam@microsoftonline.com> 10:01 PM (0 minutes ago)
to [REDACTED]

Password reset notification

The password on your account has recently been reset. If you performed this password reset, then this message is for your information only.


- User ID: [REDACTED]@siena.edu

If you are not sure you or your administrator performed this password reset, then you should contact your administrator immediately.

Remember: Make sure you update all of your devices (phones, tablets, and PCs) with your new password!

Sincerely,
siena.edu

This message was sent from an unmonitored email address.
Please do not reply to this message.



If you encounter problems registering with the Password Reset Portal or changing your password, please contact the ITS Helpdesk.

Faculty, Staff, or Administrators call 518-782-6000; **Students** call 518-786-5000

Or e-mail helpdesk@siena.edu