This documentation will demonstrate the process of changing or resetting your password through the Siena College Password Reset Portal. Once a user has been registered at the Portal, a user will be able to use the Password Reset Portal to (1) change their password when they already know their password, or (2) reset their password by answering security questions when they do not know their password.

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 http://accountservice.siena.edu You will be prompted to enter your Siena College username (without the @siena.edu). Click Next to continue.

2. You will be presented with the three (or more) security questions that you set up when you registered for the Password Reset Portal. Answer the questions and click Next to continue.

3. If you successfully answered the security questions, 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

4. Once you change and verify the new password, click **Next** to continue. You should see a message that your password has been successfully changed.

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

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