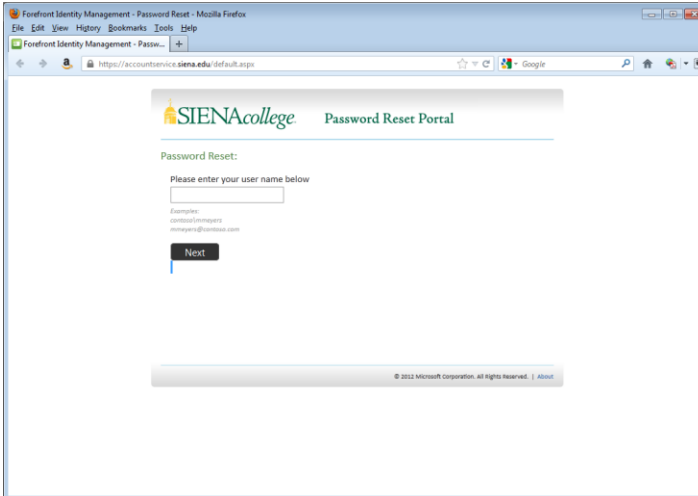


This documentation will demonstrate the process of changing or resetting your password through the Siena College Password Reset Portal. Once a user has been registered at the Portal, a user will be able to use the Password Reset Portal to (1) change their password when they already know their password, 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!

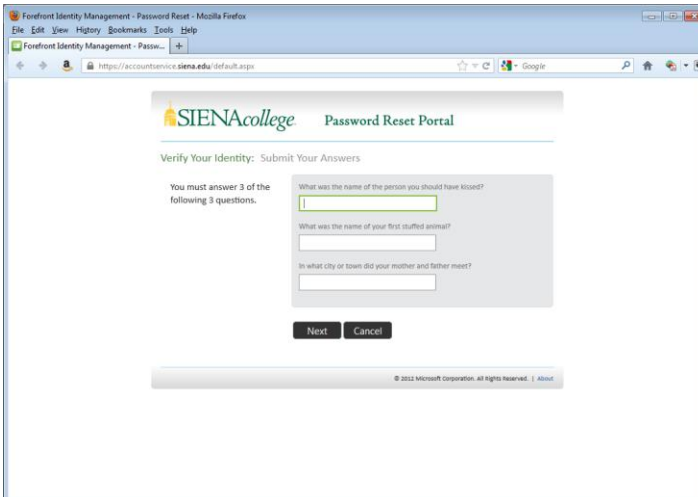
Using the Password Reset Portal to Reset Your Password

- 1 Open any web browser and go to <http://accounts.siena.edu> You will be prompted to enter your Siena College username (without the @siena.edu). Click **Next** to continue.



The screenshot shows a web browser window with the URL <https://accounts.siena.edu/default.aspx>. The page title is "Forefront Identity Management - Password Reset - Mozilla Firefox". The main content area features the "SIENACollege Password Reset Portal" logo. Below the logo, the text "Password Reset:" is followed by the instruction "Please enter your user name below". There is a text input field, a "Next" button, and a copyright notice at the bottom: "© 2012 Microsoft Corporation. All Rights Reserved. | About".

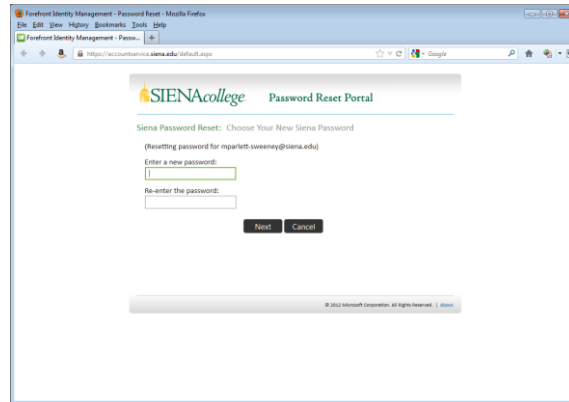
- 2 You will be presented with the three (or more) security questions that you set up when you registered for the Password Reset Portal. Answer the questions and click **Next** to continue.



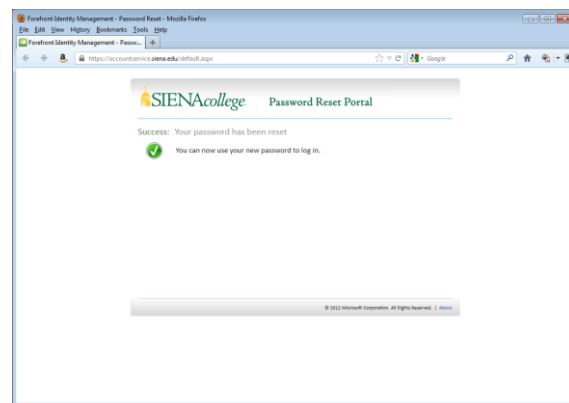
The screenshot shows the same web browser window as the previous step. The page title is "Forefront Identity Management - Password Reset - Mozilla Firefox". The main content area features the "SIENACollege Password Reset Portal" logo. Below the logo, the text "Verify Your Identity: Submit Your Answers" is followed by the instruction "You must answer 3 of the following 3 questions." There are three text input fields for the security questions: "What was the name of the person you should have known?", "What was the name of your first stuffed animal?", and "In what city or town did your mother and father meet?". There are "Next" and "Cancel" buttons, and a copyright notice at the bottom: "© 2012 Microsoft Corporation. All Rights Reserved. | About".

- 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