This documentation will demonstrate the process of registering for the Siena College Password Reset Portal. Following successful registration, a user will be able to use the Password Reset Portal to (1) change their password when they already know their password, (2) reset their password when they do not know their password.

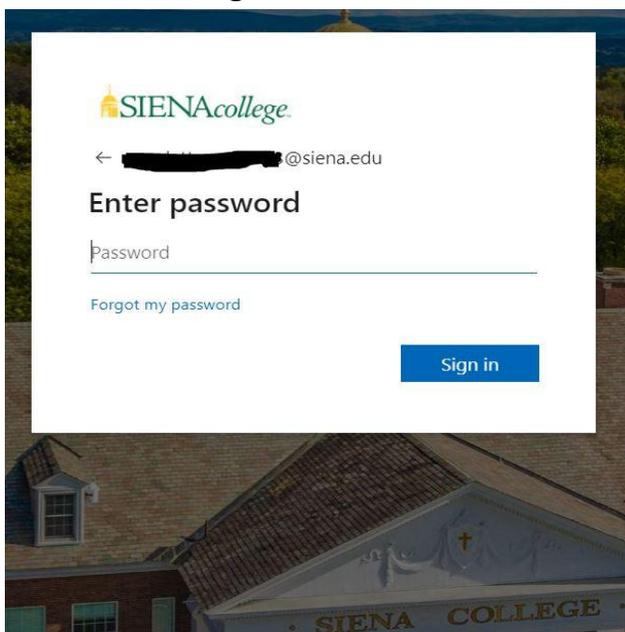**You MUST be registered for the Portal before you can change your password!**

Signing in at the Siena College Password Reset Portal

1. Open any web browser and go to the Siena ITS Password Reset Page at https://siena.edu/password Choose the "Register your account in the Password Reset Portal" 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 Sign in and enter a e-mail address for the site. Enter your Siena College username with the @siena.edu and click **Next** to continue.
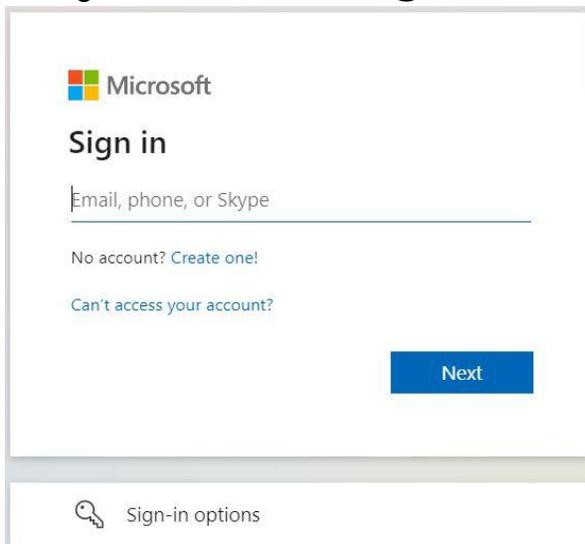
3. You will be brought to the Siena College login page. Enter your password associated with your username and click **Sign In** to continue.
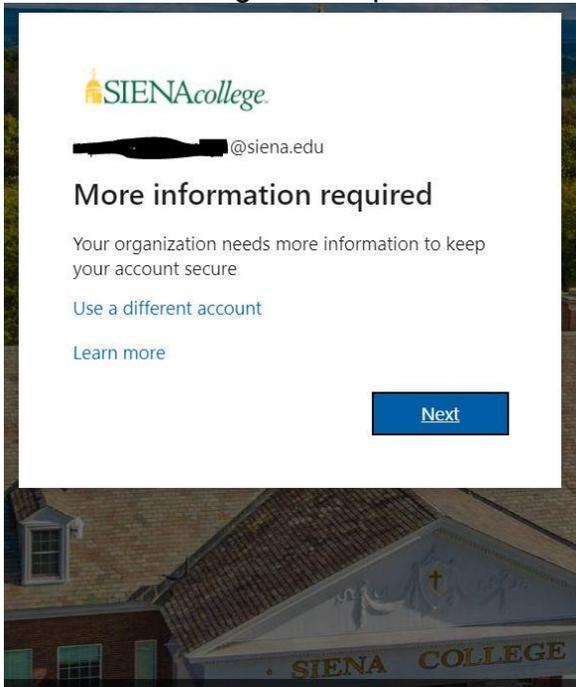
4. You will be prompted to choose a yes or no option regarding staying signed in. If you are using a personal device, clicking **Yes** is an acceptable option. However, if you are using a public device, we recommend clicking **No** for security.


5. To continue with the registration process, additional information is required. Click **Next** to continue.

Configuring Primary Verification Method

1. You will be required to set up two methods of verification. Generally, the recommended method that you are presented with first is the Microsoft Authenticator App method. This requires a smartphone capable of downloading the Microsoft Authenticator app. If you are not presented with this method first, click on **I want to set up a different method** in the bottom left corner of the window and choose **Authenticator App** from the drop down menu. (If you already have an authenticator app on your smartphone, you may use that. The setup process for a 3rd party authenticator app will differ from the steps presented in this guide)
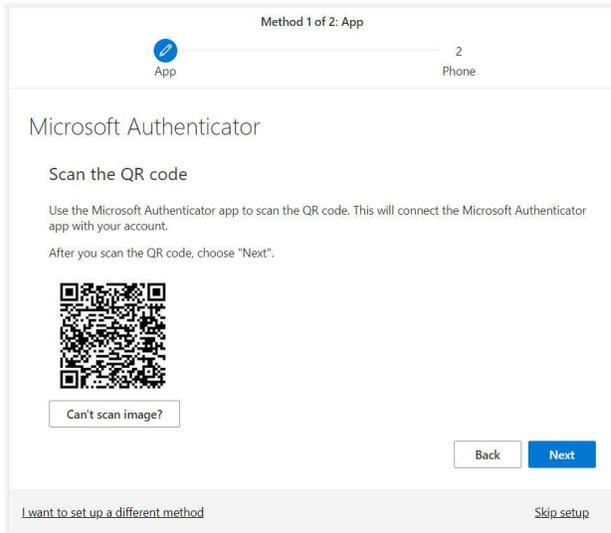
   After downloading the Microsoft Authenticator App from your smartphone's App store, click **Next** to continue the process. Then click **Next** to set up your account.
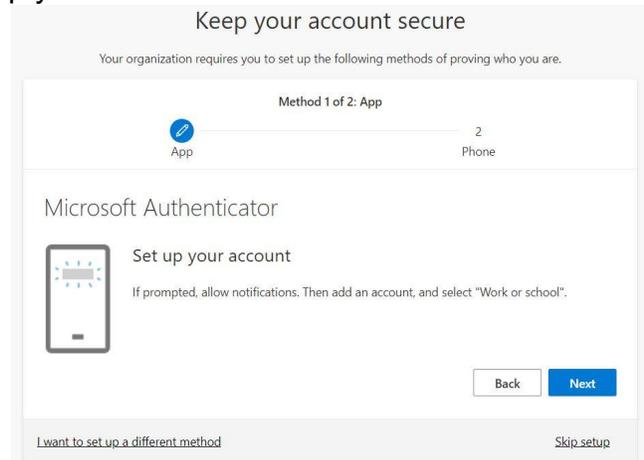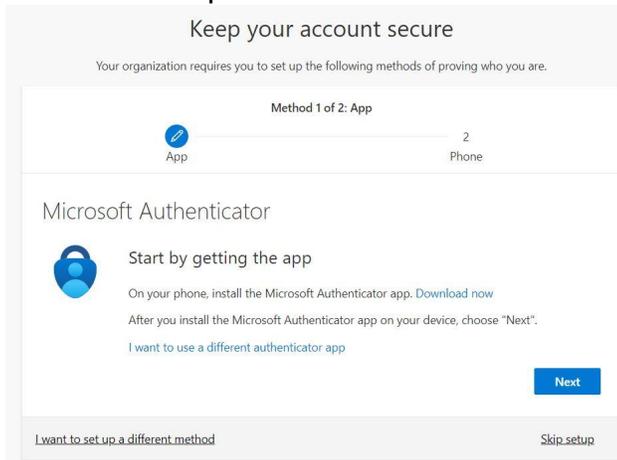

2. Open the Microsoft Authenticator app on your device. If prompted, choose to allow notifications. Choose to add an account and choose **Work or school account** then choose the option for **Scan QR code.** You may need to grant access for the Authenticator App to use your camera.
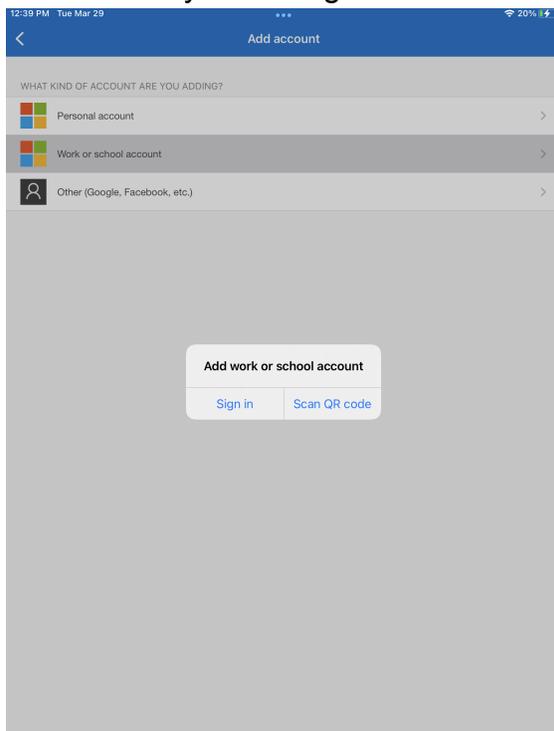
3. From the Microsoft Authenticator app, scan the QR code on the screen with your smartphone's camera. Then click **Next** at the Password Reset Portal webpage to continue.

4. The system will then test the connection and require that you tap **Approve** in the Microsoft Authenticator app on your smartphone. After successful approval click **Next** to continue the process.
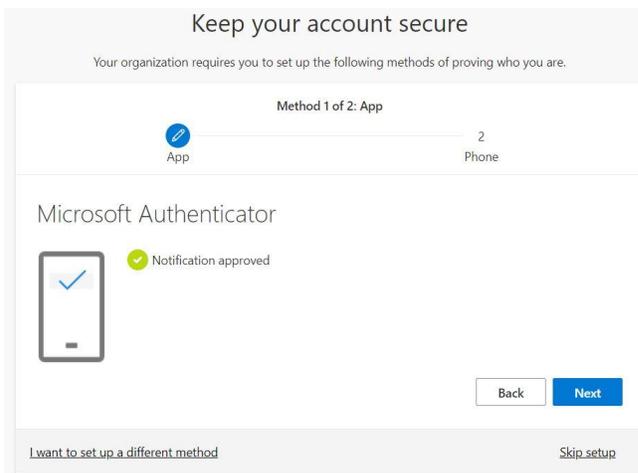
5. You'll then be required to set up one additional method of verification. You will initially be prompted with the option to receive a text message or a phone call. You can choose this recommended method of verification or you can click **I want to set up a different method** in the bottom left corner to choose another method. Other acceptable methods include e-mail to an alternate e-mail address (non @siena.edu) or security questions.
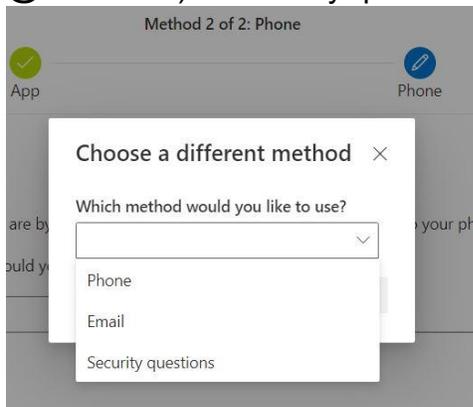
Configuring Secondary Verification Method(s)

The second recommended method of verification is Phone. To configure a phone method, enter your phone number with area code and click **Next**. You will then receive a text message or a phone call, depending on your choice. Provide the code as requested on the next screen and click **Next** to complete the process.

To configure an e-mail method, click **I want to set up a different method** in the bottom left corner. Then choose **Email** from the drop down list. Enter an alternate non @siena.edu email address and click **Next**. You will then receive an email sent to your alternate e-mail address containing a verification code. Enter that code and click **Next** to complete the process.

To configure Security questions, click **I want to set up a different method** in the bottom left corner. Then choose **Security questions** from the drop down list. Answer the five security questions. Your answers must be longer than three characters and not be repeated. Click **Next** to complete the process.

Once you've completed this your enrollment is complete. Click **Done** and close the window.

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