

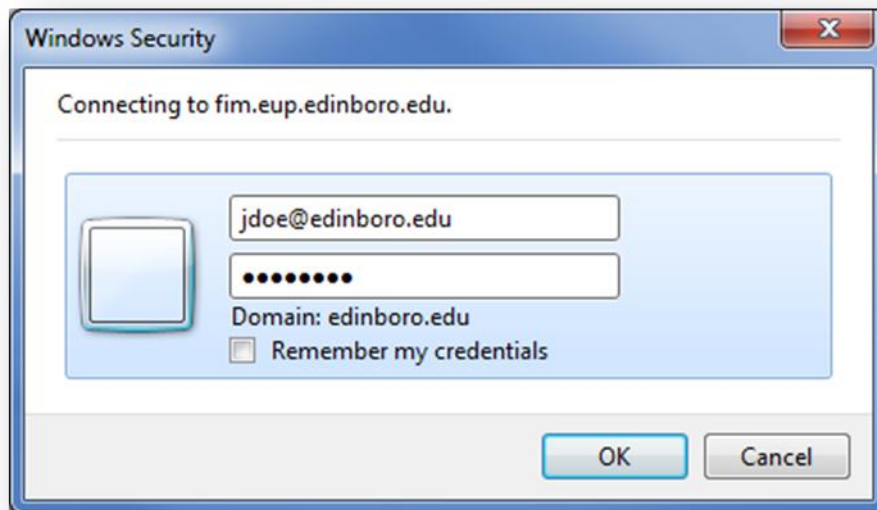
INSTRUCTIONS FOR PASSWORD REGISTRATION & PASSWORD RESET

PASSWORD REGISTRATION

The Password Registration needs to be completed before resetting your password; otherwise you will not be able to reset your password! The following instructions will guide you through the Password Registration process. Later in these instructions, there is information for resetting your password.

The “Update Security Questions” (or Password Registration) link can be found on the Technology & Communications page on Edinboro University’s website. You may click [HERE](#) to go directly to that page, however if you are viewing these instructions for the first time, please read through and click on the “Password Registration” link at the end of this section.

1. Once you click on the Update Security Questions link (or Password Registration link), you will see a small window open needing your Edinboro University email address and your Edinboro University password. Showing below is an example of what to enter in the fields when you see this window appear. If you have a SCOTS account, replace the @edinboro.edu with @scots.edinboro.edu. The password is the same password you use to access the my.edinboro.edu portal or to log on to the computers on campus.



2. Once you have successfully entered your credentials, you will be taken to a page that looks like the one showing below. Click on the “Next” button to continue or hit the Enter key on your keyboard.

Password Registration

Click the 'Next' button to start your registration.

3. Once again, you will be prompted to enter your password to continue through the process. This is the same password you entered in the first window prompting for your username and password. Once you enter your password, click on the “Next” button or hit the Enter key on your keyboard.

Password Registration

Enter your current password to confirm your identity, then click the Next button to continue.

Domain\Username: EUP\Test3_Fim3
Password:

4. You will see a page like the one below with 4 questions showing. Fill out all 4 questions.

IMPORTANT NOTICE!!!!

YOU MUST **NOT** HIT THE ENTER KEY ON THIS WINDOW AFTER ENTERING THE QUESTONS!! After completing the 4 questions you **MUST** click on the “Next” button to continue. If you hit the Enter key on your keyboard, you will see an error occur (shown below).

Password Registration

You must answer all 4 questions to register. After completing the questions, click the Next button to continue.

NOTE: Do not hit the "Enter" key on this page!

1 Q: What was your dream job as a child?
A:

2 Q: What street did you live on as a child?
A:

3 Q: What is your favorite food?
A:

4 Q: What is your favorite animal?
A:

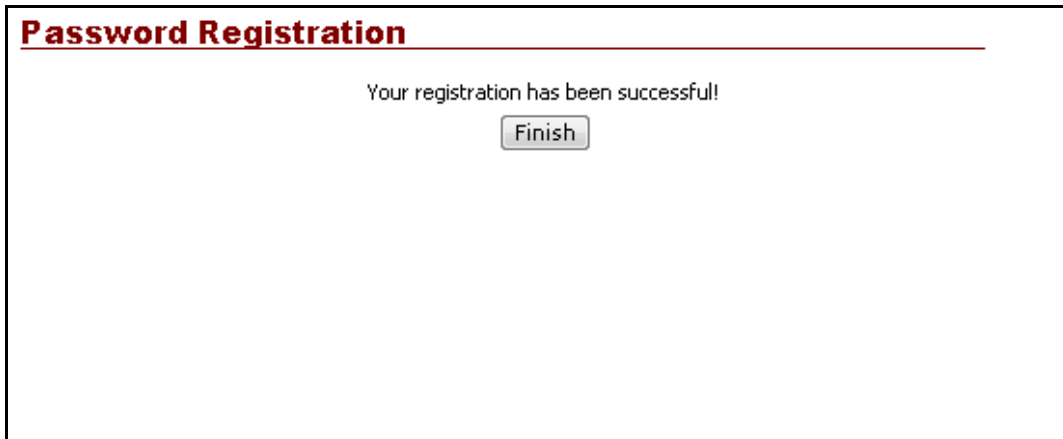
ERROR MESSAGE – Click on the “Back” button on your browser to return to the 4 questions. If you click on the “OK” button, you will exit the Password Registration process and must start over.

Password Registration

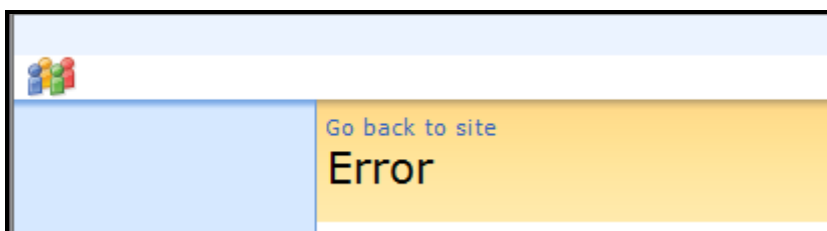
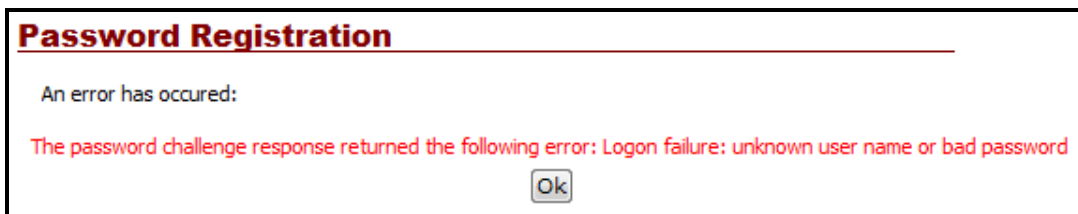
An error has occurred:

Password Reset Registration requires answers to 4 security questions. You responded with 3 answers.

- Once you successfully entered your 4 questions, you will have completed the Password Registration (or Update Security Questions) process. The following page will be showing. Click on the “Finish” button. You will be directed to the Technology & Communications page on the Edinboro University website. On the left side of the page, you will see a section that has the Update Security Questions and Password Reset links. If you would like to reset your 4 questions for the Password Registration, you may do so by clicking on the “Update Security Questions” link.



- ERROR PAGES** – if you encounter an error like the following examples, click on the “Back” button in your browser or “Go back to site” link to return to the former page. If you click on the “OK” button, you will be directed to the Technology & Communications web page and must go through the process again. Click [HERE](#) to start the Password Registration (or Update Security Questions) process.



If you need further assistance, please see the “Contact Information” section on the last page.

PASSWORD RESET

NOTE: Before you reset your password, please make sure you are **NOT** logged into my.edinboro.edu. If you reset your password while you are logged into my.edinboro.edu, many features including “External Applications” will not work because the portal was logged in with your old password! Log out, then back in with your new password.

The Password Reset link can be found on the left side navigation of the Technology & Communications page on the Edinboro University website. You may click [HERE](#) to go directly to that page. **You may access this feature only after you have gone through the Password Registration (or Update Security Questions) process.** You will also find a link leading to the Password Reset page at the end of this section.

1. Once you are ready to reset your password, you will see the following window. Enter your Edinboro University username or Edinboro University account name. This is the username that is at the beginning of your Edinboro University email address. For example, **jd@edinboro.edu** or **jd@scots.edinboro.edu**. **You do NOT put your full email address in this field!!** Once you put in your username, click on the “Submit” button or hit the Enter key.

Password Reset

Enter your username below. Your username consists of the characters to the left of the @ in your Edinboro email address.

Username:

ERROR MESSAGE – if you have not gone through the Password Registration (or Update Security Questions) process yet, you will receive the following error. **YOU MUST** go through the Password Registration process first to continue to the Password Reset process. The Update Security Questions link (Password Registration) can be found on the Technology & Communications page on the Edinboro University website.

Password Reset

An error has occurred:

Unable to retrieve security questions: Object reference not set to an instance of an object.

2. The next window shows 2 of the 4 questions that you answered in the Password Registration process. **IT IS IMPORTANT THAT YOU DO NOT REFRESH THIS PAGE OR HIT THE F5 KEY ON YOUR KEYBOARD!!** It will take approximately 5-10 minutes before you can access the Password Reset Questions page. If you do not know your answers, you may go through the Password Registration (or Update Security Questions) process again, or click on the “Cancel” button to begin the Password Reset process again. Once you entered your two questions, **IT IS IMPORTANT TO CLICK ON THE “SUBMIT” BUTTON AND NOT HIT THE ENTER KEY!** If you hit the enter key on your keyboard, you will get an error message saying that “Security question responses cannot be blank”. (See below)

Password Reset

Answer the following security questions to verify your identity. Click on the Submit button after you have entered your answers for verification.

NOTE: Do not hit the "Enter" key on this page!

1 Q: What was your dream job as a child?
A:

2 Q: What is your favorite food?
A:

ERROR MESSAGE – Click on the “Back” button on your browser to return to the questions page. If you click on the “OK” button, you will exit the Password Reset process.

Password Reset

An error has occurred:

Security question responses cannot be blank.

3. Once you have entered your 2 questions, you will see the following page to enter a new password and confirm the new password. **NOTE:** Remember the password policy of Edinboro University! The password must be at least 8 characters in length, contain at least 1 upper case character, must contain at least 1 lower case character, contain at least 1 number, cannot contain spaces, and cannot contain any part of your username or name. Once you have entered your new password and confirm it, click on the “Change Password” button or hit the Enter key to proceed. If you entered passwords that do not match, you will see an error message showing below.

Password Reset

Enter in your new password that adheres to the following standard policies.

- 1) Must be at least 8 characters in length.
- 2) Must contain at least 1 upper case character.
- 3) Must contain 1 lower case character.
- 4) Must contain at least 1 number.
- 5) Cannot contain spaces.
- 6) Cannot contain any part of your username or name.

New Password:

Confirm Password:

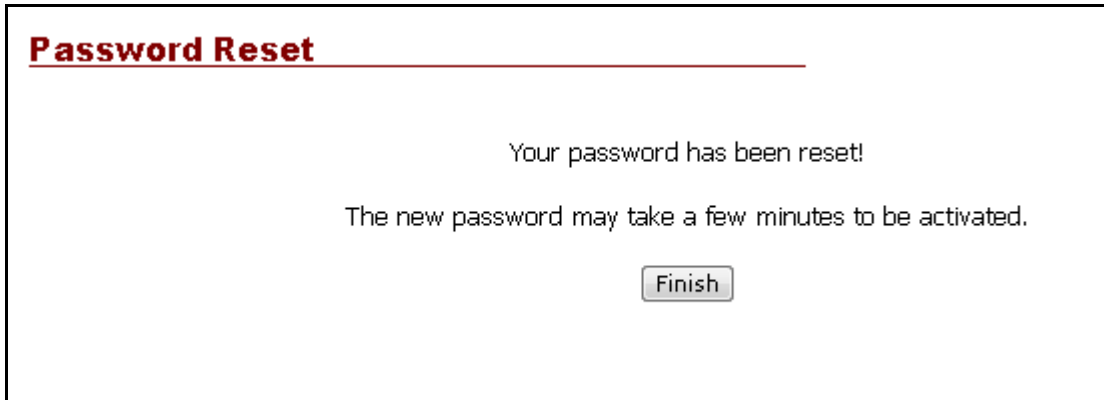
ERROR MESSAGE – If your passwords do not match, **DO NOT** click on the “OK” button. Click on the “Back” button on your browser to return to the previous page. If you click on the “OK” button, you will need to start the Password Reset process over.

Password Reset

An error has occurred:

Passwords must match. Operation canceled.

- Once you have entered matching passwords, you will see the finish page. Click on the “Finish” button to exit the Password Reset process. To access the Password Reset process, you may click [HERE](#) or visit the Technology & Communications page on the Edinboro University website.

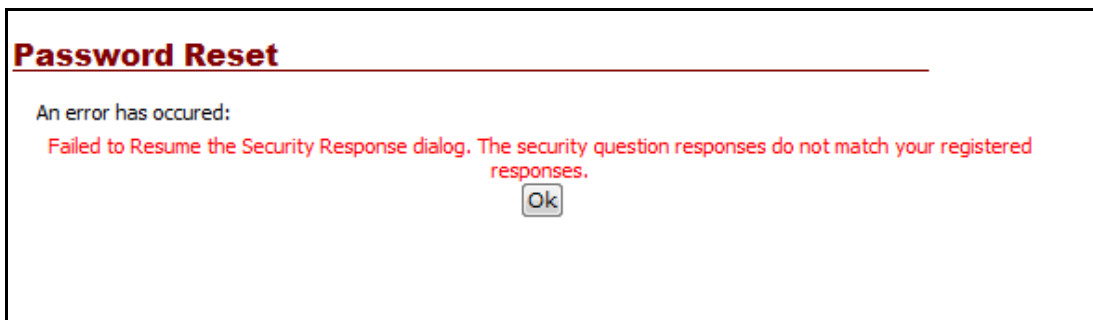


- ERROR PAGES** – if you encounter errors, please see below for instructions.

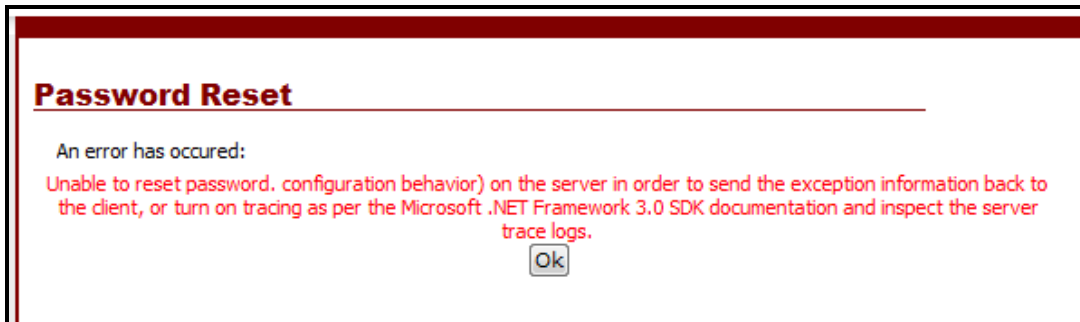
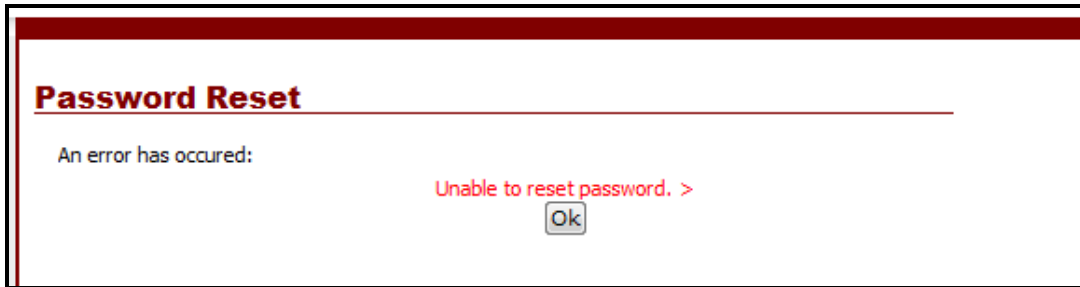
If you receive the error below, you refreshed the questions page and will not be able to go through the Password Reset process again for approximately 5-10 minutes. Click on the “OK” button or exit out of the browser



If you entered answers to the 2 questions that do not match the answers you entered in during the Password Registration (or Update Security Questions) process, you will receive the following error. Click on the “Back” button to return to the questions page.



For the following 2 errors, exit completely out of the browser, wait approximately 5-10 minutes, and then try again.



If you encountered errors and cannot reset your password or are unable to go through the Password Registration process, please continue to the "Contact Information" section below.

CONTACT INFORMATION

To register for self-service password resets, you must:

1. Accept Terms of Use and
2. Answer your security questions for password resets

By logging into my.edinboro.edu

If you have logged into my.edinboro.edu but have **NOT** answered your security questions, please click [Password Registration](#) (or Update Security Questions on TAC page on Edinboro University's website)

If you need assistance with Password Registration, please click [Password Tutorial](#)

If you want to reset your password, click [Password Reset](#)

If you are still having problems:

Graduate or online graduate students, please call:
814-732-2856

Undergraduate students, please call:
Hamilton Hall Student Services
814-732-5555

Edinboro employees, please call:
Technology Help Center
814-732-2111