How to Reset Your Temporary Password

Before logging into your email, you must first reset your temporary password. On any computer with Internet access, open a web browser (e.g. Internet Explorer), and go to the Alverno college website: http://www.alverno.edu

1. Click on Faculty & Staff?

2. Enter your user name and password.
4. The first time you log in, you must enroll into the Password Reset system. Click Enroll.

5. Enter your username and temporary password and click Next.

6. Select three questions from the list and provide the answers. To make your answers visible while you are completing the Identity Verification Questions, DO NOT check the Hide answers box. After you are done selecting and answering the three questions, click Next.

7. You will receive the message below. Click Reset Password to reset your temporary password.

8. Enter your new password twice. Your password must be:

   - Be 6-20 characters long;
   - Contain a combination of upper and lowercase letters;
   - Include numbers and/or other special characters; Not be the same as any of your last five (5) passwords;
   - Passwords are cAsE-sensitive

   - Leave the “Ask me to change password at next logon” box UNCHECKED.
   - Leave the “Unlock my account” box CHECKED.
   - Click Proceed.

9. If your new password does not meet the password requirements, you will see the box below. Click Try Again to enter a different password.

If you are having trouble resetting your password, submit a Service Desk request to helpdesk@alverno.edu or call (414) 382-6700 for assistance.