

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. On the left side of the screen, click on **Who Are You?**

WHO ARE YOU?

2. Click on **Faculty or Staff**.
3. Enter your user name and password.
4. Under **Using Technology**, click on **Reset Your Password**.



I am a(n)

- Future Student
- Current Student
- Faculty or Staff**
- Parent
- Alumnae
- Educator
- Media Professional

5. The first time you log in, you must enroll into the Password Reset system. Click **Enroll**.



Alverno Password Reset is a convenient tool to manage your account.

Enroll

First-time users must enroll into the system.

[Enroll](#) [Re-Enroll](#)

6. Enter your **username** and **temporary password** and click **Next**.



Enroll - Enter Account

Enter your account name and current password:

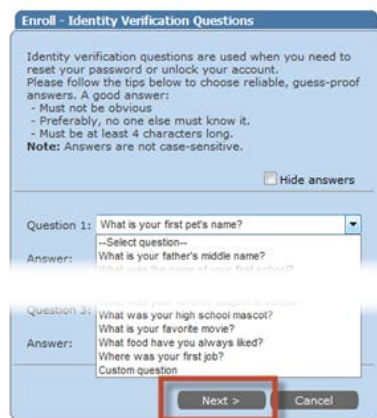
Account name:

Domain: ALVERNO

Password:

[Next >](#) [Cancel](#)

7. 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**.



Enroll - Identity Verification Questions

Identity verification questions are used when you need to reset your password or unlock your account. Please follow the tips below to choose reliable, guess-proof answers. A good answer:

- Must not be obvious
- Preferably, no one else must know it.
- Must be at least 4 characters long.

Note: Answers are not case-sensitive.

Hide answers

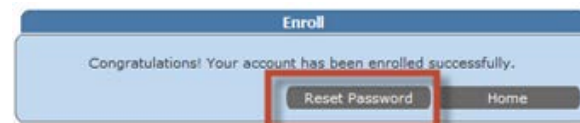
Question 1: What is your first pet's name?

Answer: --Select question--
What is your father's middle name?
(What was the name of your first school?)

Question 2: What was your high school mascot?
What is your favorite movie?
What food have you always liked?
Where was your first job?
Custom question

[Next >](#) [Cancel](#)

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



Enroll

Congratulations! Your account has been enrolled successfully.

[Reset Password](#) [Home](#)

9. Enter your new password twice. Your password must be:
 - 6-8 characters long
 - Start with a letter (server requirement)
 - Include a number (IOL requirement)
 - Passwords are cAsE- sensitive
 - Letters or numbers only; **NO** punctuation, spaces, or special characters
- Leave the "Ask me to change password at next logon" box **UNCHECKED**.
- Leave the "Unlock my account" box **CHECKED**.
- Click **Proceed**.



Reset Password

Please type your new password in the fields below and click Proceed:

Enter new password:

Confirm new password:

Ask me to change password at next logon

Unlock my account

[Proceed](#) [Cancel](#)

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



Result

Completed with errors: The password does not meet the [password requirements](#). Check the minimum password length, password complexity and password history requirements.

Please contact your support personnel or contact the Help Desk at IT Help Desk Phone: 414-382-6336 for assistance in resetting your password.

[Try Again](#) [Home](#)

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