## 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: <a href="http://www.alverno.edu">http://www.alverno.edu</a>

1. Click on Faculty & Staff?



- 2. Enter your user name and password.
- 3. Under Using Technology, click on Reset Your Password.
- 4. The first time you log in, you must enroll into the Password Reset system. Click **Enroll**.



 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.



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

--Select question--

What is your father's middle name?

What was your high school mascot?

What is your favorite movie? What food have you always liked?

Where was your first job? Custom question

Alverno Password Reset is a convenient tool to m

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

	Enroll	
Congratulations! Your acc	ount has been enrolled su	ccessfully.
	Reset Password	Home

- 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**.

0	lease type your new	password in th	e fields below	and click Proceed	d:
	Enter new	password:			
	Confirm new	password:			
		Ask me to ch	ange passwor	d at next logon	
		Unlock my ac	count		

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 <u>helpdesk@alverno.edu</u> or call (414) 382-6700 for assistance.