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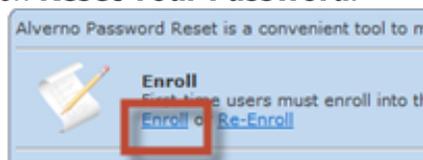
5. Enter your **username** and **temporary password** and click **Next**.

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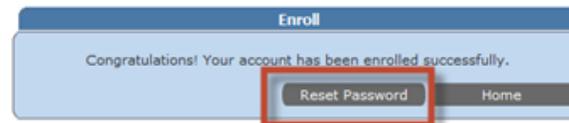
8. Enter your new password twice. Your password must be:

   - **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.