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. Firefox) and go to the Alverno college website http://www.alverno.edu

1. At the top of the screen, click on Students.

2. Click on Password Reset.

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

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

5. 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.

6. You will receive a message to inform you that your account has been enrolled successfully. Click Reset Password to reset your temporary password.

7. Enter your new password twice.

8. Your password must be:
   - 8-200 characters long
   - Contain a combination of upper and lowercase letters
   - Include numbers and/or other special characters
   - 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, call (414) 382-6336 for assistance.
How to check your Alverno Office 365 Email Account

Once you have changed your password, you will be able to log in and read your email messages. You can do this by using the email address you received in your letter from Tech Services, and the password you just created.

1. Open Firefox and navigate to https://student.alverno.edu

2. Enter your Alverno email address and password. Click OK

3. The first time you log into your email, you might be asked to set the Language and Time zone. Leave the language as English (United States). The Time zone should be set for Central Time (US & Canada). Click OK.

Need Help?
If you need help changing your password or accessing your email, please call the Computer Center at 414-382-6336.