How to Reset your Password Using Self-Service Password Reset (SSPR)

Note: These instructions are typical for most users, but your experience may be slightly different.

What is Self-Service Password Reset?

Self-Service Password Reset (SSPR) is a security feature that allows you to reset your password without having to contact the ICT Service Desk for help. You will be able to change your password from any location during any time of day.

What Self-Service Password Reset (SSPR) methods are available?

Note: You will only see the methods you have previously signed up to use. They may have been any of the following:
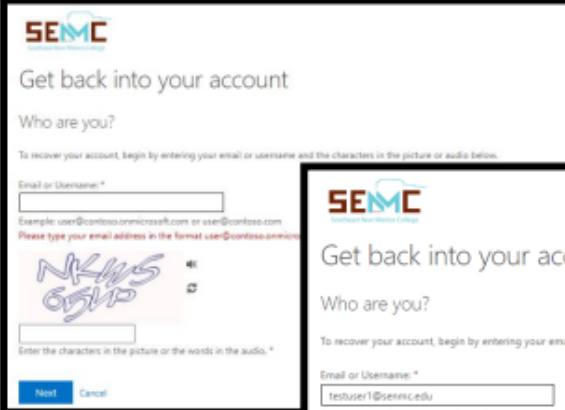
- **Text my mobile phone** - You will receive a text message with a code that you will be required to enter in the provided space.

- **Call my mobile phone** – You will be asked to enter your phone number to which you will receive a call. The automated system will provide you will instructions (ex. press the pound sign (#)) to authenticate.

- **Alternate email** - You will be required to get a code from your alternate email address, (not your SENMC email address), and type it in the provided space.

- **Enter a code from my authenticator app** - You will need to open your authenticator app to retrieve a code (the code should show up automatically) to be entered in the provided space.

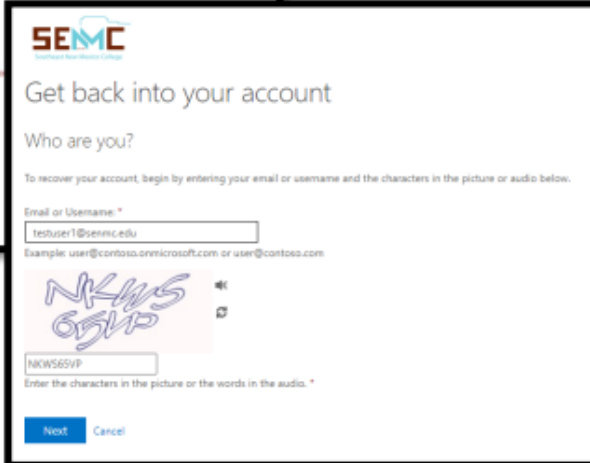# How do I reset a forgotten or expired password?

1. Click on the **Forgot my Password** link on the sign-in page.

2. Enter your SENMC email address.

3. Enter the Captcha Code Displayed.

4. Choose a Verification Method from the list you previously enrolled.

a. Mobile Phone is the most common method used.

5. Enter your phone number.

6. Retrieve the 6-Digit Verification code from the text message and enter it below.

7. Set a new password in the **Enter a new password** box.

8. Enter the same password again in the **Confirm new password** box to verify they match.

9. Click **Finish** to complete the password change.

10. Your password was successfully reset.