

# Self-Serve Password Reset



# St. Lawrence College

This manual contains pertinent information about the Self-Serve Password Reset.

May, 2018

## Self-Serve Password Reset

### About

The **Self-Serve Password Reset** will allow you to reset your own password through slc.me. In order to use this service and reset your own password on slc.me in the future, quickly pre-register your account by clicking on the **Set up PW Hint** button on your slc.me homepage and selecting security questions. Register your account and remember the answers to these security questions, and never get locked out again!

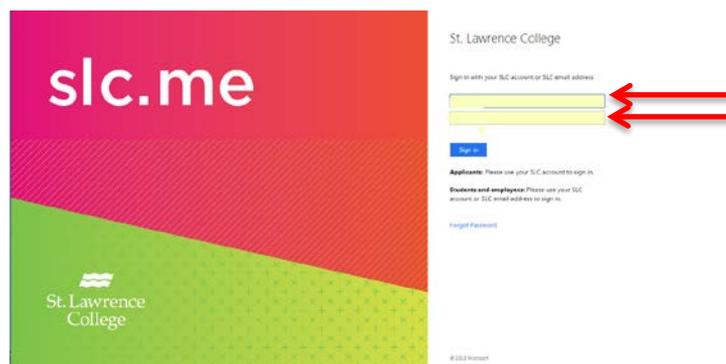
### How to Register

There are two ways to navigate to the **Self-Serve Password reset**.

1. **Login** to <http://slc.me> and click on the **Set up PW Hint** button

Go to <http://slc.me>

You will be presented with the login screen. On the right hand side is where students can login with their **username** and **password**. Enter the information and click the **login** button.



Once logged in, you will see a screen similar to the following (your homepage). **Remember:** You can always get to the main screen by clicking the big **slc.me** logo in the top left.

Click on the **Set up PW Hint** button on the bottom left.



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2. If you are **connected** to the college Wi-Fi network **SLCConnect**, you may skip the steps above, and browse directly to <https://PWRegister.sl.on.ca>

You will then be taken to the **Self-Serve Password Reset** page. Click **Next** to begin the registration process.



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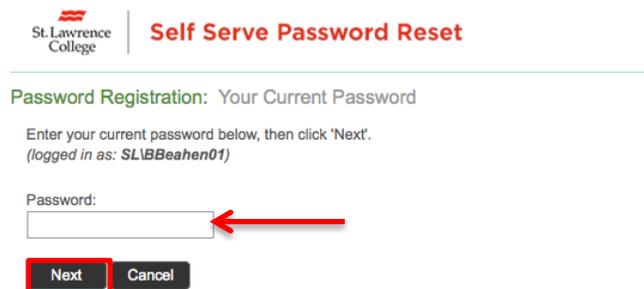
**Password Registration:**

If you ever forget your password, you can reset it yourself without calling the Service Desk.

Click 'Next' to begin the registration process.

**Next**

On the next page, you will be asked to enter **Your Current Password**. Enter the password that you use to login to slc.me, blackboard, and college computers, etc. Click **next** to continue.



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**Password Registration: Your Current Password**

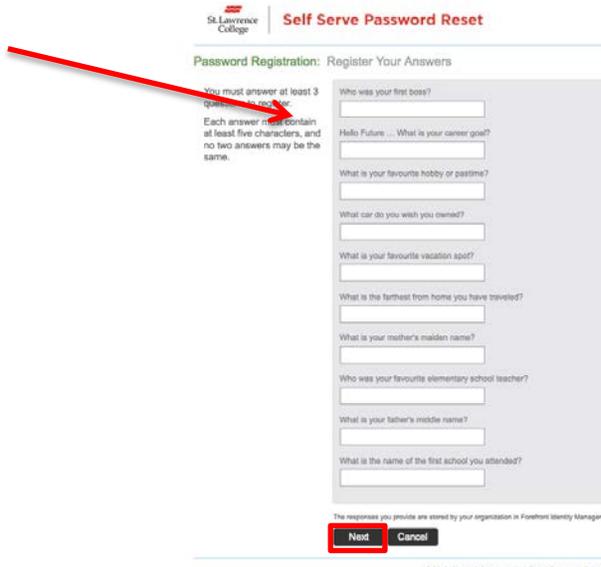
Enter your current password below, then click 'Next'.  
(logged in as: SLIBBeahen01)

Password:

**Next** Cancel

On the next page, you will be asked to **Register Your Answers** to *at least 3 of the security questions provided*. Each answer must contain at least five characters, and no two answers may be the same. When finished, click **next** to complete registration.

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Password Registration: Register Your Answers

You must answer at least 3 questions in order to register.  
Each answer must contain at least five characters, and no two answers may be the same.

Who was your first boss?

Hello Future ... What is your career goal?

What is your favourite hobby or pastime?

What car do you wish you owned?

What is your favourite vacation spot?

What is the farthest from home you have traveled?

What is your mother's maiden name?

Who was your favourite elementary school teacher?

What is your father's middle name?

What is the name of the first school you attended?

The responses you provide are stored by your organization in Forefront Identity Manager.

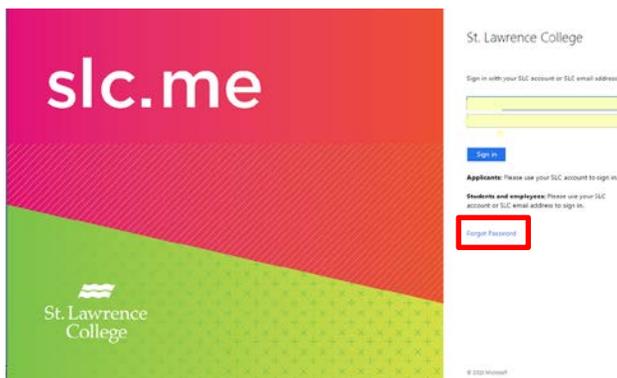
**Next** Cancel

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To use the service and reset your own password in the future, **remember** the answers to these security questions exactly as you have typed them.

### How to Reset Your Own Password (Forgotten)

Once you have successfully registered your account for the **Self-Serve Password Reset**, you will then be eligible to reset your own password when clicking the **Forgot Your Password?** Button on the slc.me portal login page or by going to <https://psreset.sl.on.ca> when logged into your slc.me account.



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Sign in with your SLC account or SLC email address

Sign In

**Applicants:** Please use your SLC account to sign in.

**Students and employees:** Please use your SLC account or SLC email address to sign in.

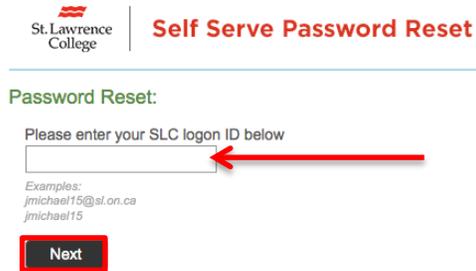
**Forgot Password?**

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On the next page, you will be asked to enter your **SLC logon ID**. Enter your **SLC username** that you use to login to slc.me, blackboard, school computers, etc. Then click **Next**.

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Password Reset:

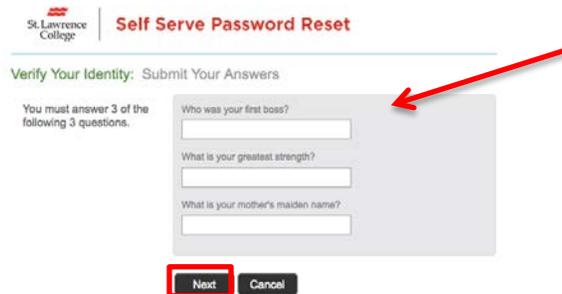
Please enter your SLC logon ID below

Examples:  
jmichael15@sl.on.ca  
jmichael15

Next

If your account is registered, you will then be taken to the following screen where you will be asked to **answer all 3** of the 3 security questions listed. Remember to type in your answers exactly the same way that you entered them when registering your account for the service, and then click **Next**.

*Please note: Answers are case sensitive, and must be entered in the same format as provided.*



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Verify Your Identity: Submit Your Answers

You must answer 3 of the following 3 questions.

Who was your first boss?

What is your greatest strength?

What is your mother's maiden name?

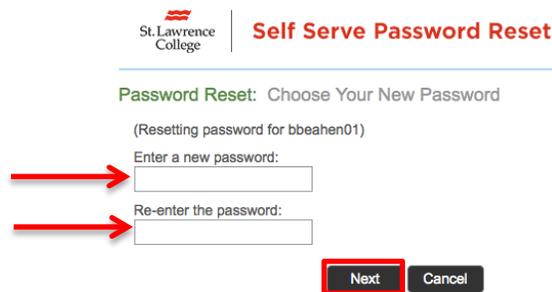
Next Cancel

If your answers are entered correctly, you will then be taken to the following page where you will be asked to **enter a new password** for your account. Enter your **new password** and then **re-enter that password** in the second box to verify the password you chose.

*Please enter a new password* that is complex and safeguard it in order to protect your personal information. This new password must be at least 8 characters long, something you have never used at the college before, and a combination of letters and/or numbers only (no special characters, ex: (@#\$%&\*).

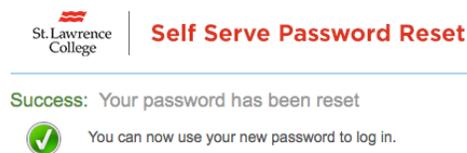
Click **next** to complete your password reset.

## Self-Serve Password Reset



The screenshot shows the 'Self Serve Password Reset' page. At the top left is the St. Lawrence College logo. The main heading is 'Self Serve Password Reset'. Below this, it says 'Password Reset: Choose Your New Password' and '(Resetting password for bbeahen01)'. There are two input fields: 'Enter a new password:' and 'Re-enter the password:'. Two red arrows point to these fields. At the bottom, there are two buttons: 'Next' (highlighted with a red box) and 'Cancel'.

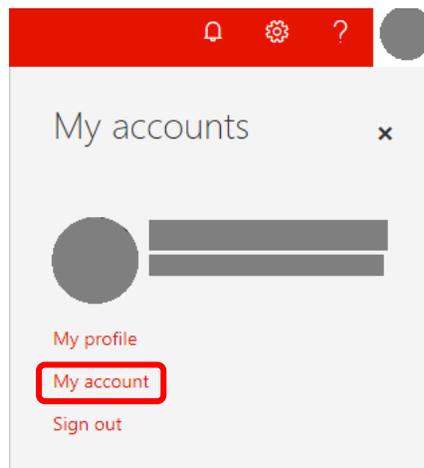
If your new password meets the criteria above and your password reset is successful, you will then see a screen that looks like the following. You should now be able to use your new password to login!



### Resetting password (when already logged in to SLC.me account)

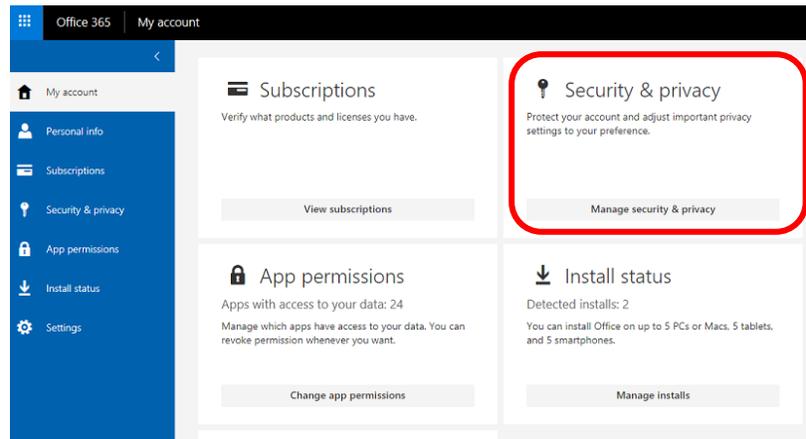
When you are logged in to your SLC.me account, in the top right corner you will see a silhouette icon, or an image you have loaded to your account. When you click on your name, a menu will open.

The second option is "My Account"

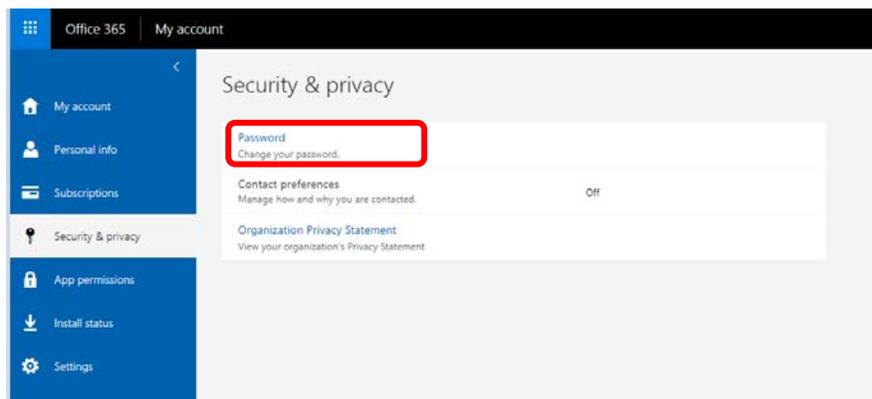


This will then load another page. On this page you will see options within your Office 365 account. On the right, you will see an option for security and privacy.

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This will then load your accounts security and privacy menu. The top option will be Password.



When you click **Password**, another page will open. Here you will be asked to enter the current password, and to enter the new password twice.

Please note: Passwords must be at least eight characters long, must contain one upper case letter, one lower case letter and one number, and cannot be a previously used password for the college.

### change password

User ID  
PDixon30@Student.SL.On.Ca

Old password

Create new password

Confirm new password

You will then see a confirmation that the password has changed.