Self-Serve Password Reset

St. Lawrence College

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

May, 2018

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!
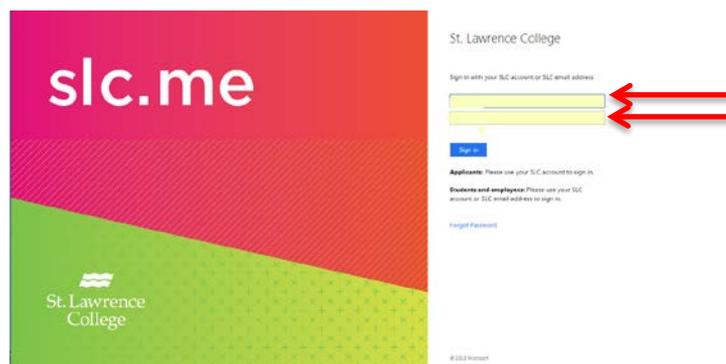
How to Register

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.

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.

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.

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.

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.
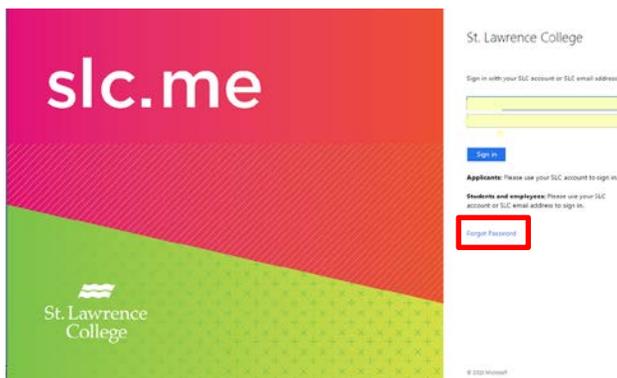
On the next page, you will be asked to enter your **SLC logon ID.** Enter your *SLC username* that you use to login to slc.me, blackboard, school computers, etc. Then click **Next.**
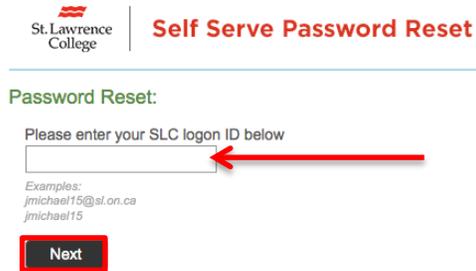
If your account is registered, you will then be taken to the following screen where you will be asked to **answer all 3** of the 3 security questions listed. Remember to type in your answers exactly the same way that you entered them when registering your account for the service, and then click **Next.**

*Please note: Answers are case sensitive, and must be entered in the same format as provided.*
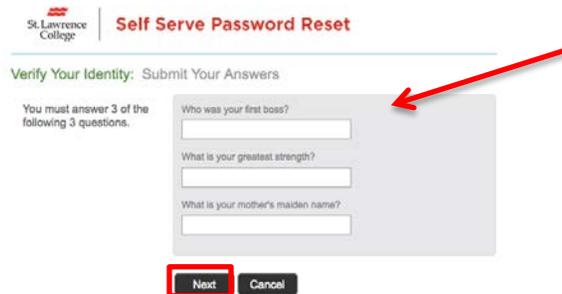
If your answers are entered correctly, you will then be taken to the following page where you will be asked to **enter a new password** for your account. Enter your **new password** and then **re-enter that password** in the second box to verify the password you chose.

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: (@#$%&*).*
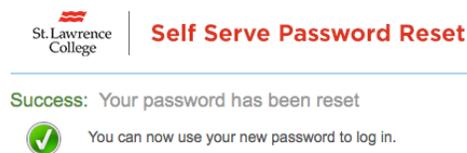
Click **next** to complete your password reset.
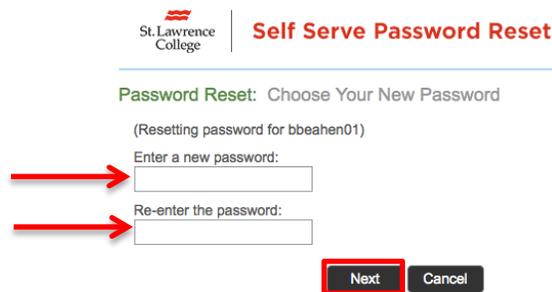
If your new password meets the criteria above and your password reset is successful, you will then see a screen that looks like the following. You should now be able to use your new password to login!

## 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.
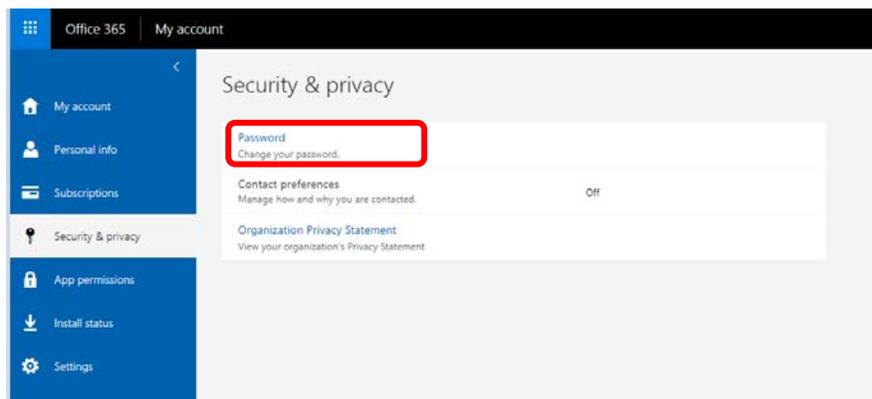
The second option is "**My Account**"
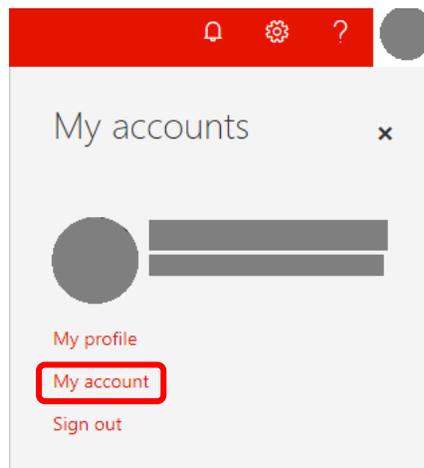
This will then load another page. On this page you will see options within your Office 365 account. On the right, you will see an option for **security and privacy**.
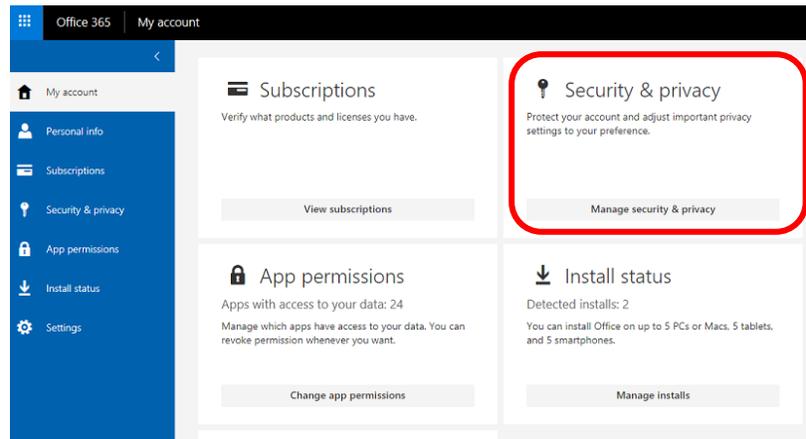
This will then load your accounts security and privacy menu. The top option will be **Password.**

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.

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