

How to reset your password if you don't remember it

You will need your username, your Datatel ID, the answers to your hint questions and a computer with internet access. If you are on campus, you can go to the Computer Lab in TL109 and ask the lab assistant to log you on to a computer as a guest.

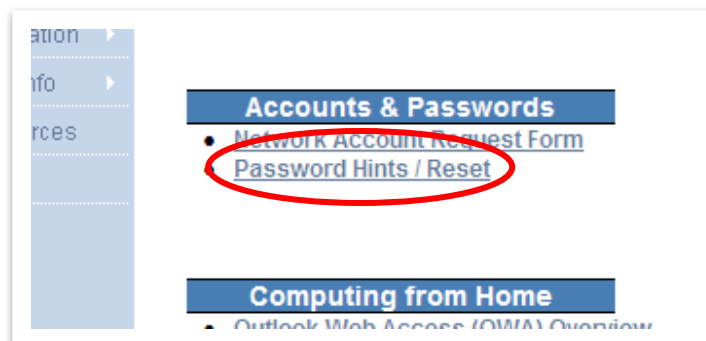
1. Open a web browser (e.g. Internet Explorer) and go to the Technology Services web page at <http://depts.alverno.edu/techserv>

2. If you are a member of the faculty or staff, click **Faculty/Staff Resources** on the left side of the screen.

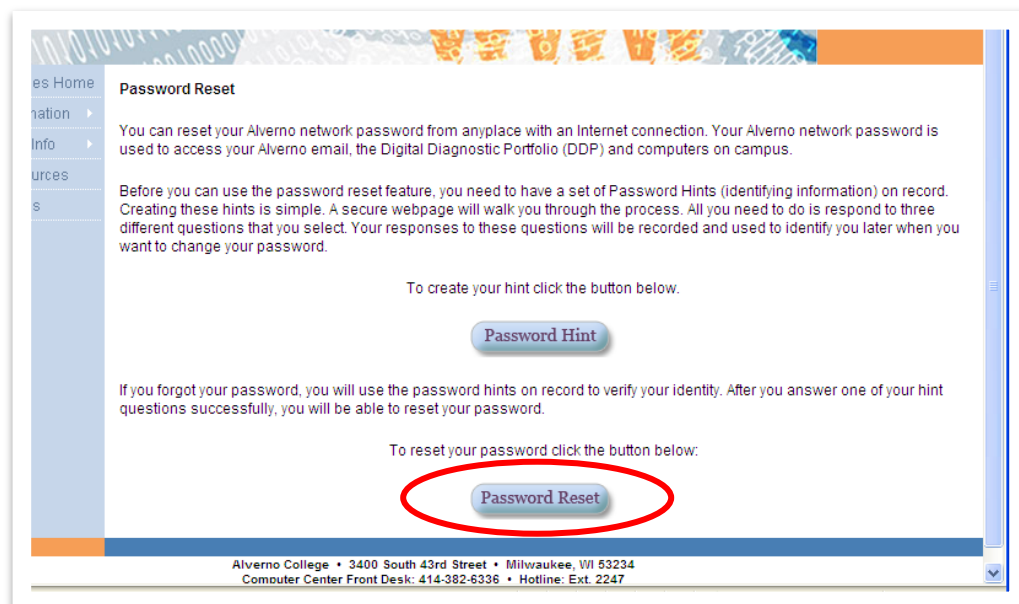
If you are a student, click **Student Resources** on the left side of the screen.



3. In the first column under Accounts & Passwords click **Password Hints / Reset**



4. Click the button labeled **Password Reset**



5. Click the **No** button to answer the question “Do you remember your password?”

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Providing Computer Resources for Students, Faculty, and Staff

Remote Password Reset
Welcome

You can now reset your Alverno network password from anyplace with a network connection. The Alverno network password is used to gain access to your Alverno email, the Digital Diagnostic Portfolio (DDP) and all the computers on campus.

Do you remember your password?

Yes No

6. Enter your user name and your Datatel ID number and click **Submit**.

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Remote Password Reset
Forgot Your Password

If you forgot your password, we will use the password hints on record to verify your identity. After you answer one of your hint questions successfully, you will be able to reset your password.

To start the process, please enter your Alverno network user name and student ID number:

Username: Example: alvernsb

ID Number:

If you have problems or questions about changing your password, please contact Technology Services at 414-382-6336.

Submit

7. You will be asked to answer one of your hint questions. Type the correct answer in the box and click **Submit**.

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Remote Password Reset
Answer hint question

Please answer the following password hint question.

Question: What was the color of your first car?

Answer:

If you have any questions, please call Technology Services at 414-382-6336.

Submit

8. Choose a password that you will remember and that fits the Password Tips. Type your new password twice and click **Submit**

Password Tips

Your passwords must be:

- 6-8 characters long
- Letters or numbers only; **NO** punctuation, spaces or special characters
- Start with a letter
- Must include at least 1 letter and 1 number
- Passwords are cAsE-sensitive

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Remote Password Reset
Enter new password

You answered your hint question correctly. You may now enter your new password.

Enter your new password:

Re-enter your new password:

Password Tips: Password must be least six and no more than eight characters long . Passwords are case-sensitive. Use only letters or numbers -- **NO** punctuation or special characters.

If you have problems or questions about changing your password, please contact Technology Services at 414-382-6336.

Submit

9. The next screen will confirm that your password was changed. Make sure to completely close the browser when you are done.

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Remote Password Reset
Success!

You have successfully reset your Alverno network password. You can now access your Alverno e-mail, DDP and any of the computers on campus with this new password.

Note: Changing your **network** password **WILL NOT** change your **Educator, IOL** or **Student Web Server** passwords. Your Educator, IOL and Student Web Server passwords are not synchronized with your network password.

PLEASE CLOSE BROWSER NOW

Need Help?

If you need help changing your password, please call Technology Services at 414-382-6336.