

## How to reset your password if you remember it

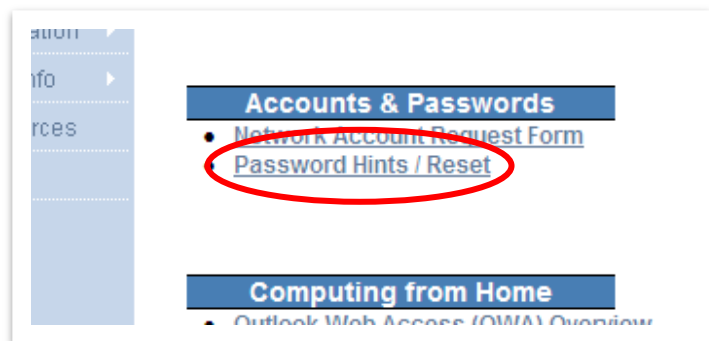
1. On any computer with Internet access, open a web browser (e.g. Internet Explorer) and go to the Technology Services web page at <http://depts.alverno.edu/techserv>

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

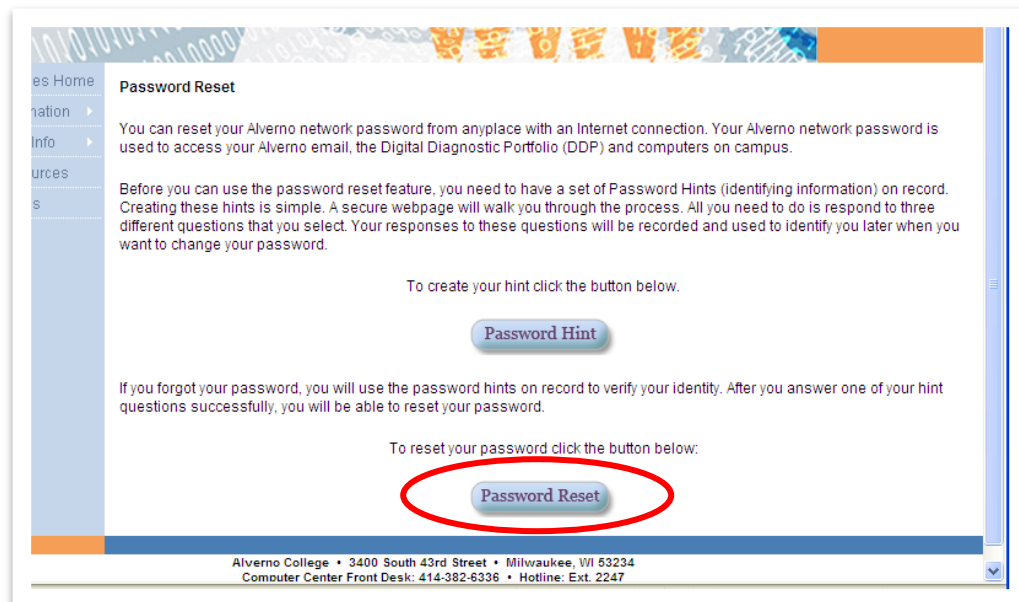
If you are a student, click **Student Resources** on the left side of the screen.



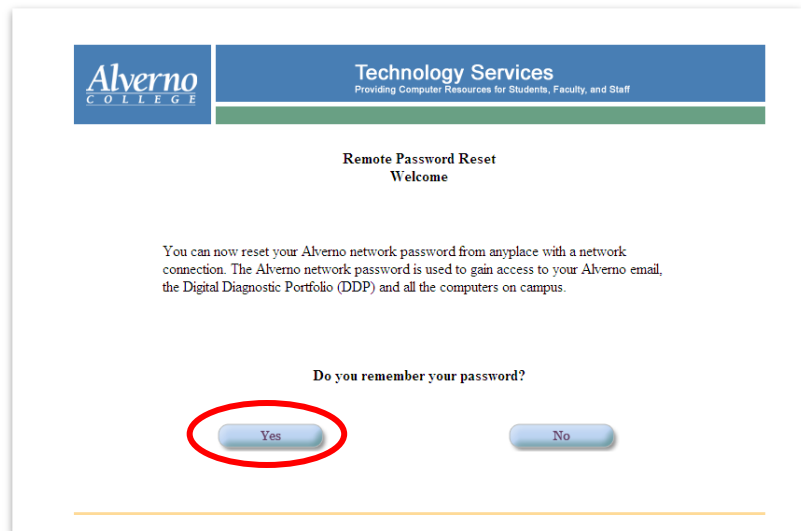
3. In the first column under Accounts & Passwords click **Password Hints / Reset**



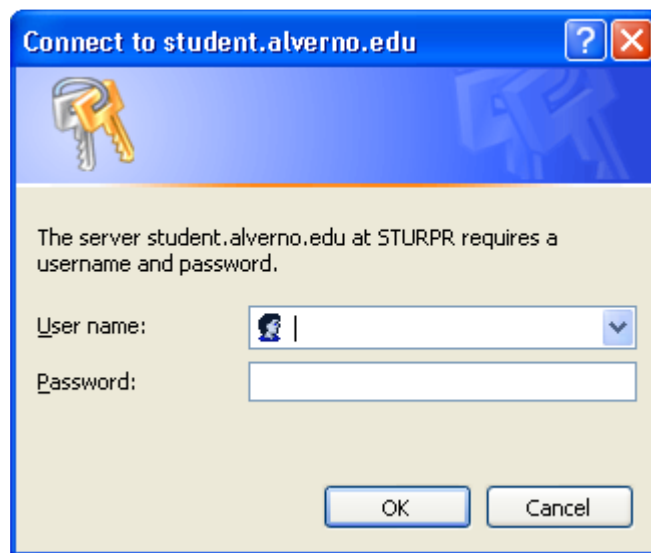
4. Click the button labeled **Password Reset**



- Click the **Yes** button to answer the question “Do you remember your password?”



- Enter your user name and current password then click **OK**

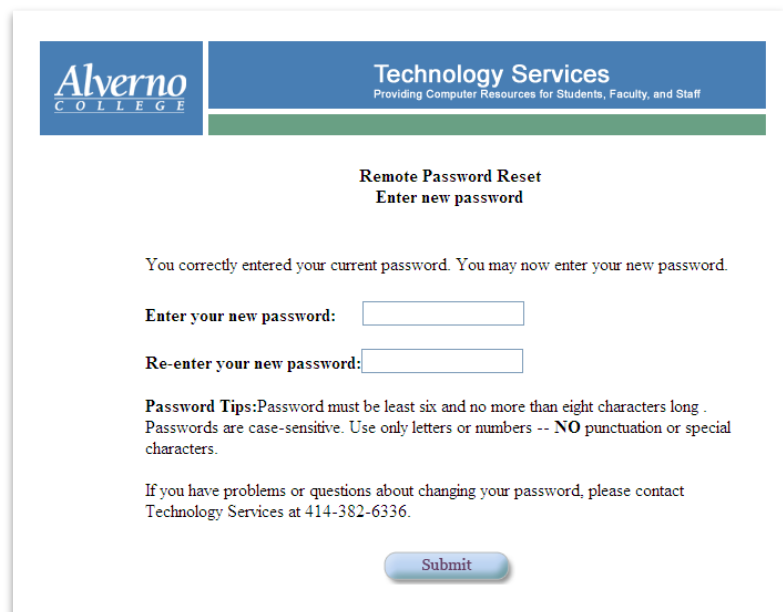


- Choose a password that you will remember and that fits the Password Tips. Type your new password twice and click **Submit**

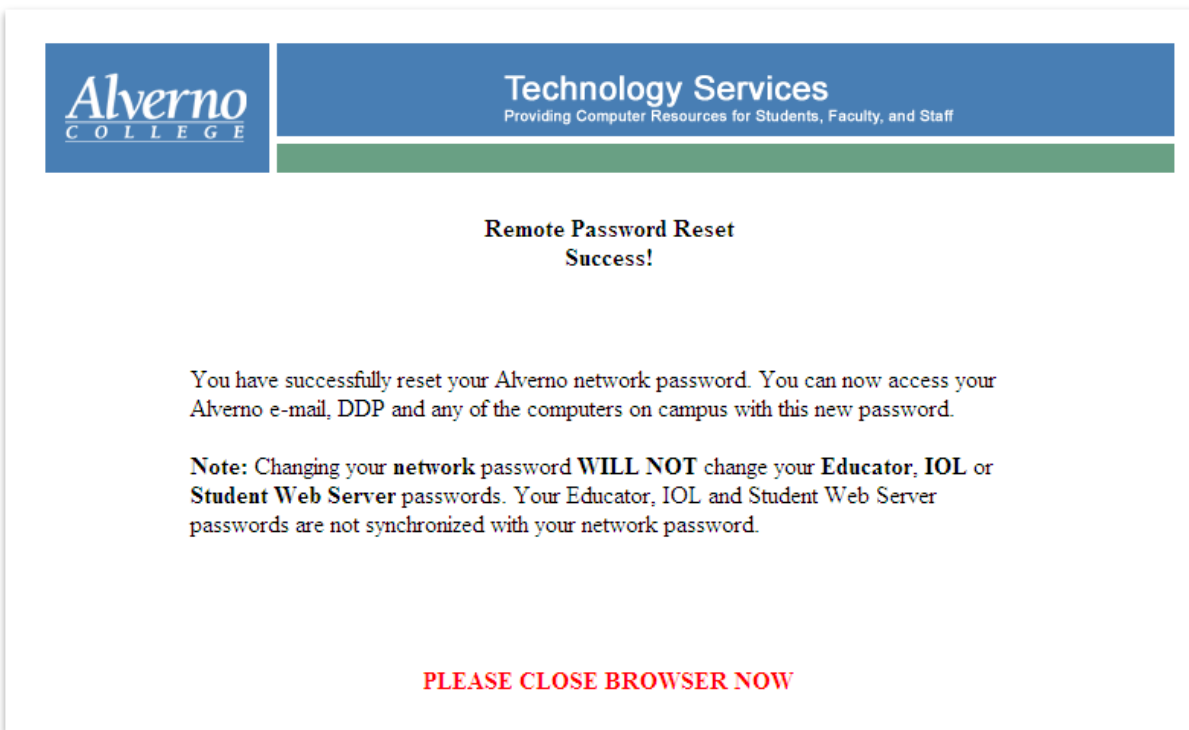
## Password Tips

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



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



The screenshot shows a confirmation page from Alverno College Technology Services. At the top left is the Alverno College logo. To its right is a blue header with the text 'Technology Services' and 'Providing Computer Resources for Students, Faculty, and Staff'. Below the header, the main content area is white and contains the following text:

**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.