

Registering and performing a self-service password reset

Delaware State University students utilize a single account and password for logging onto Email, Blackboard, and Computers within the campus labs.

For faculty and staff members accounts and passwords are the same for both their networked computer accounts and email.

Registering for self-service password reset provides the ability for our Faculty, Staff and Students to reset or change their passwords when needed without having to contact the helpdesk.

Obtaining the self-service ability is a three-step process.

Step 1

Before you can reset your password you must first have successfully logged into email, Blackboard or a computer within a lab with the default password issued to you.

Step 2

Browse to <http://pwdregister.desu.edu> and establish your challenge questions.



Figure 1
Initial Screen

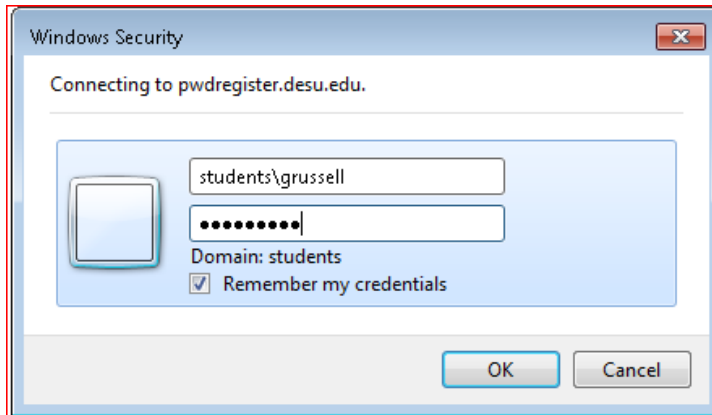


Figure 2
Prompt for login, use the login issued to you (example `grussell@students.desu.edu` or `students\grussell`)
Note: you will not see the above prompt if you are logged on to a Lab or administrative net worked computer.

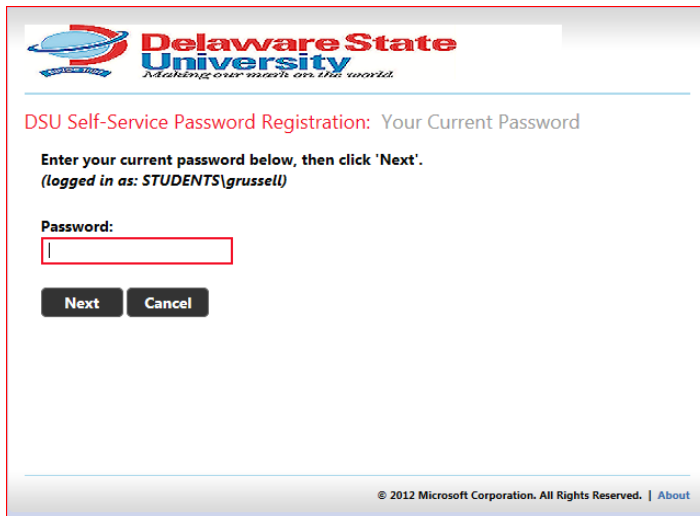


Figure 3
You will be prompted for your current password once again.

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DSU Self-Service Password Registration: Register Your Answers

You must answer at least 2 questions to register.
Each answer must contain at least four characters, and no two answers may be the same.

What was the name of your elementary / primary school?

What is your mother's maiden name?

In what state or country were you born?

What is the name of the street where you live?

What is your favorite sports team?

What was your first car?

What was the name of your first pet?

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


Next **Cancel**

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Figure 4
You will be presented with a list of challenge questions you must answer at least two. If you ever need to reset your password you will be asked to provide two of the answers you provided.

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Completed: You are now registered

 **If you ever need to reset your password:**

1. **To Reset Your Password go to:** "https://pwdreset.desu.edu"
<https://pwdreset.desu.edu>
2. **Verify your identity**
3. **Choose your new password**

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Figure 5
You have completed registering for self-service password reset. Should you forget your password browse to <https://pwdreset.desu.edu>

Step 3

Once you have registered you can reset your password as needed by browsing to <https://pwdreset.desu.edu>.

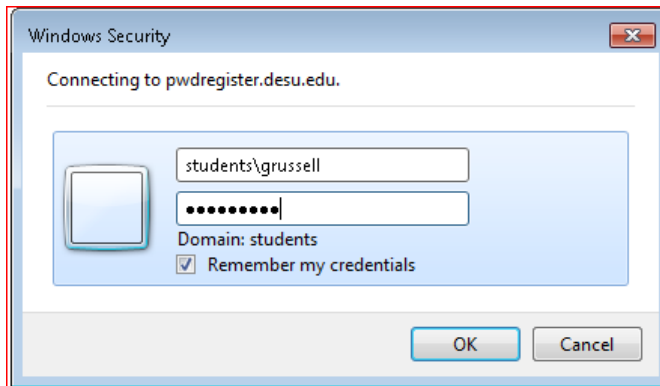


Figure 6
Prompt for login, use the login issued to you (example `grussell@students.desu.edu` or `students\grussell`)
Note: you will not see the above prompt if you are logged on to a Lab or administrative net worked computer.

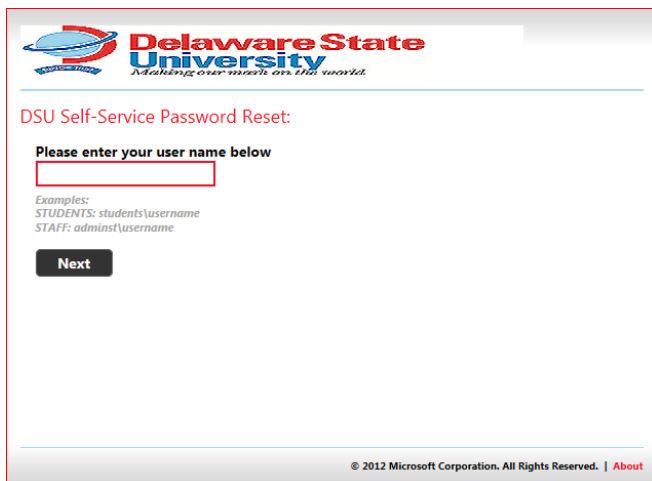


Figure 7
Enter your user name as instructed (see onscreen examples)

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Verify Your Identity: Submit Your Answers

You must answer 2 of the following 2 questions.

What is your mother's maiden name?

What is the name of the street where you live?

Next **Cancel**

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Figure 8
Input the answers to the question that you selected during the registration process. Should you wish to change your answers or choose different questions you can repeat the registration process as shown in step two.

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Password Reset: Choose Your New Password

(Resetting password for students\grussell)

Enter a new password:

Re-enter the password:

Next **Cancel**

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Figure 9

Enter your new password.
Password Requirements:

The password must be at least six characters long.

The password contains characters from at least three of the following four categories:

- English uppercase characters (A - Z)
- English lowercase characters (a - z)
- Base 10 digits (0 - 9)
- Non-alphanumeric (For example: !, \$, #, or %)

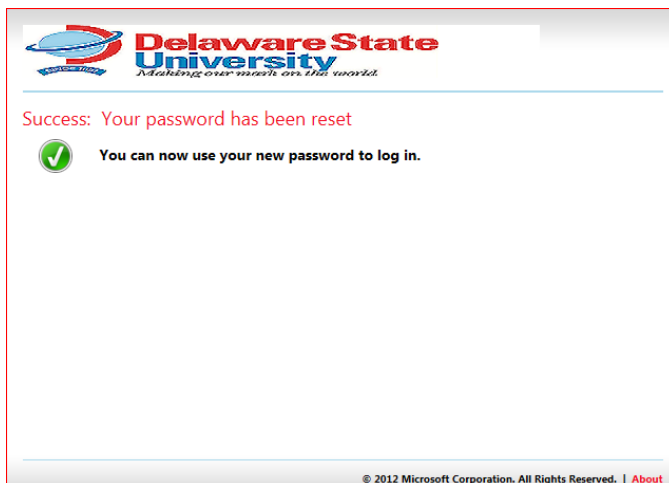


Figure 10
Your password has now been reset.