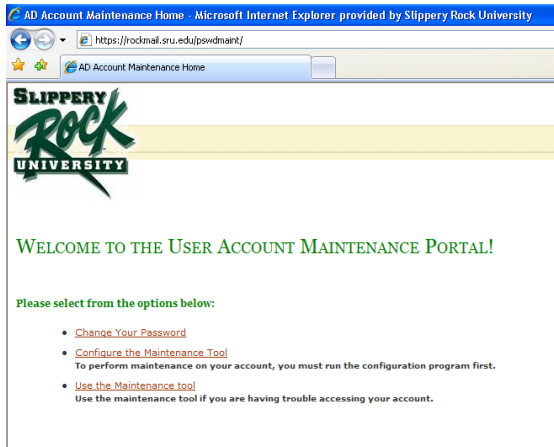


SRU's User Account Maintenance Portal

password.sru.edu

What is the User Account Portal? It gives you the ability to change/reset/unlock the password for your university computer system logon.



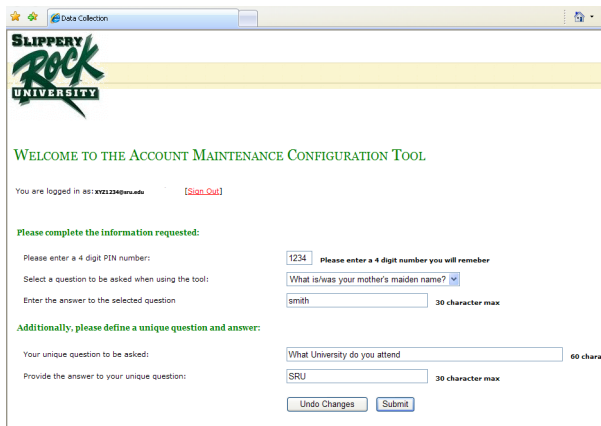
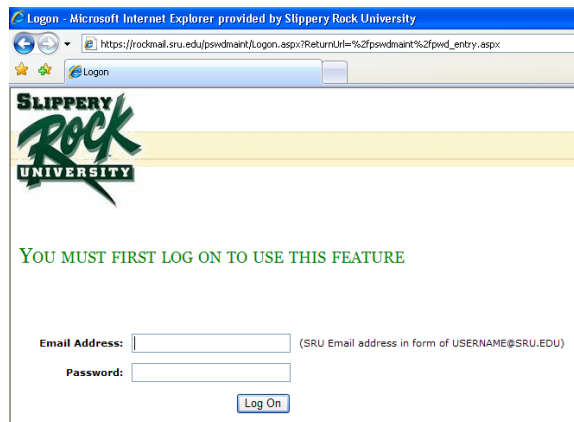
Why is the portal necessary? Passwords expire every 100 days. The portal is a tool to enable you to reset your password before or after it expires. It also gives you the ability to select a new password should you forget your current password or unlock your account should it become necessary.

Where do I start? The first time you use the portal, you must select the *Configure the Maintenance Tool* option. This will let you set up your pin number and the answers to your secret questions.

Log on to the Maintenance Tool.

You must sign in using your email address (username@sru.edu) and your current password

Once you have entered both, click on *Login*



Configure the Maintenance Tool

Why do I need to set a pin number? Should you forget your password or it expires, the pin will allow you to pick a new password.

What should I use as my unique question? This question is limited to 60 characters and should be anything to which you will remember the answer.

After you have set your pin number and the answers to both questions, click on *Submit*

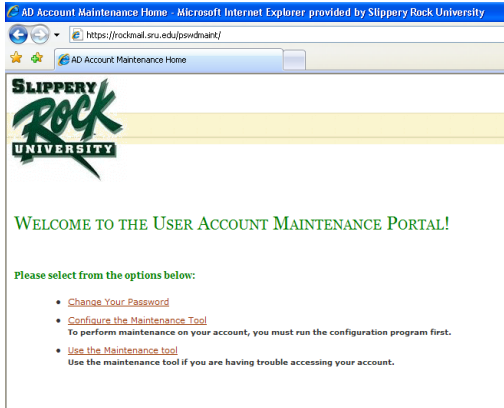


Fig. 1

My password has expired and I remember my old password:

At password.sru.edu (fig. 1)

- click on *Change Your Password*
- Log on using your email address and old password

At YOUR PASSWORD HAS EXPIRED AND MUST BE CHANGED (fig. 2)

- Enter your email address
- Enter a new password
- Confirm the new password
- Click on *Change Password*

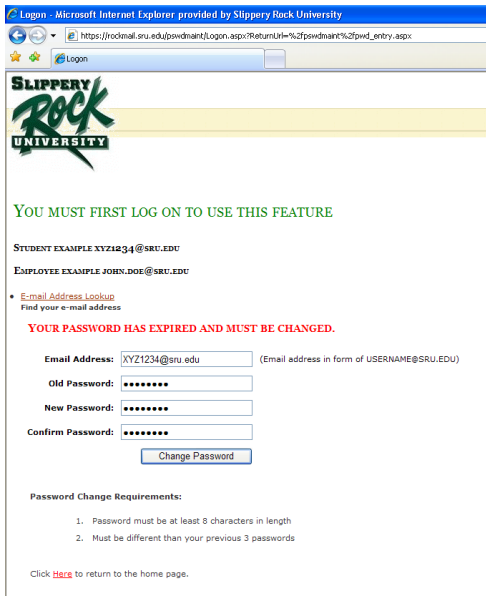


Fig. 2

I know my password but want to change it to something new

At password.sru.edu (fig. 1)

- click on Change Password
- Enter your email address (username@sru.edu) and password
- Click on *Log On*

At Account Maintenance: Change Password (fig 5)

- Enter a new password
- Confirm the new password
- Click on *Change Password*

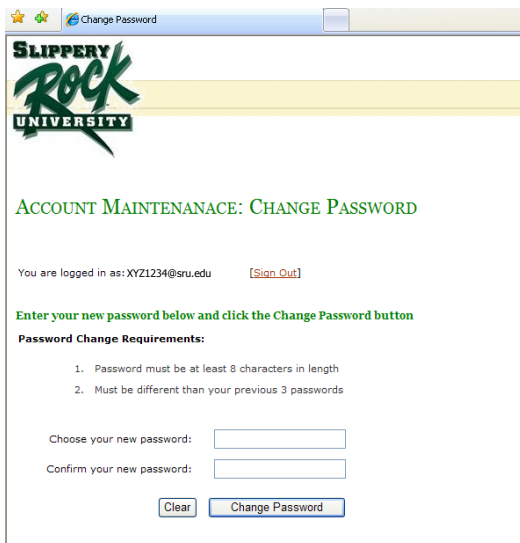


Fig. 3

I can't remember my password or my pin

Call the Computer Help Desk at 724-738-4357
M-F 7:30am—4:30 pm (summer 7:30 am—4:00 pm)

Please be prepared to provide one of the following:

- SRU Student ID
- Photo Driver's License

password.sru.edu

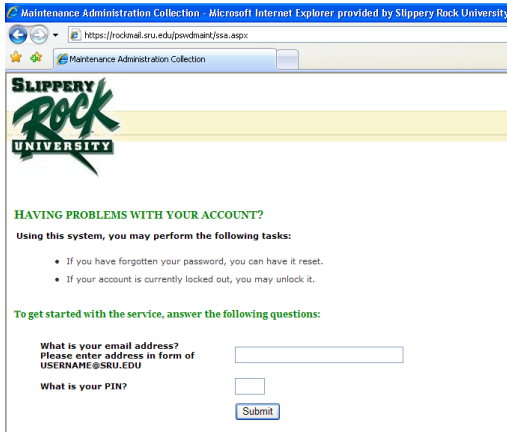


Fig. 4

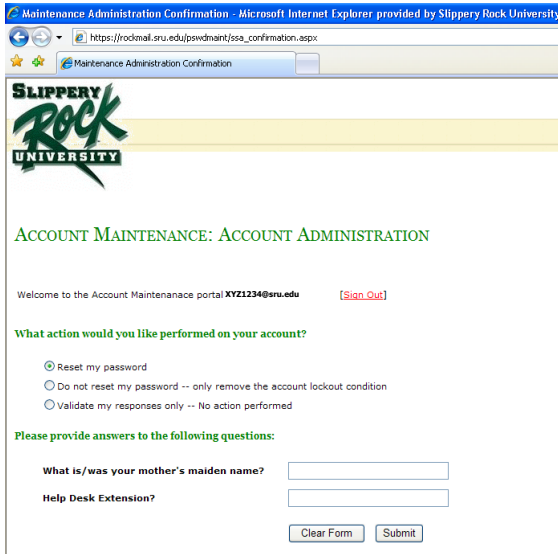


Fig. 5

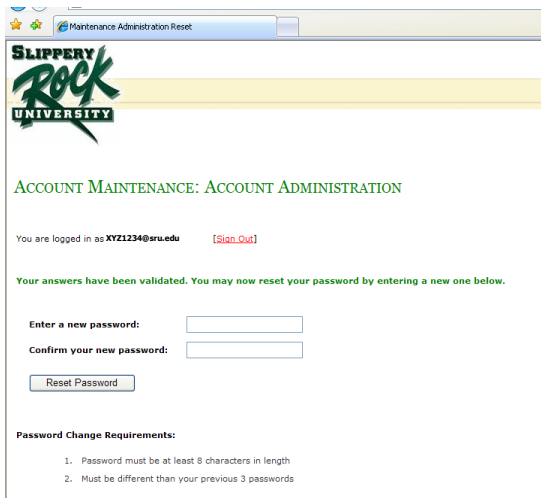


Fig. 6

I forgot my password but know my pin

At password.sru.edu (fig. 1)

- click on *Use Maintenance Tool*

At Having Problems With Your Account? (fig. 4)

- Enter your email address (username@sru.edu) and pin number
- Click on *Submit*

At Account Maintenance Account Administration (fig. 5)

- Select *Reset my password*
- Answer both security questions
- Click on *Submit*

At Account Maintenance: Account Administration (fig 6)

- Enter a new password
- Confirm the new password
- Click on *Submit*

My account is locked out

At password.sru.edu (fig 1)

- click on *Use Maintenance Tool*

At Having Problems With Your Account? (fig 4)

- Enter your email address (username@sru.edu) and pin number
- Click on *Submit*

At Account Maintenance Account Administration (fig. 5)

- Select *Do not reset my password—only remove account lock out condition*
- Answer both security questions
- Click on *Submit*

I can't log on to a SRU computer. How do access my account?

Log on to the computer using the following:

User Name: help

Password: password