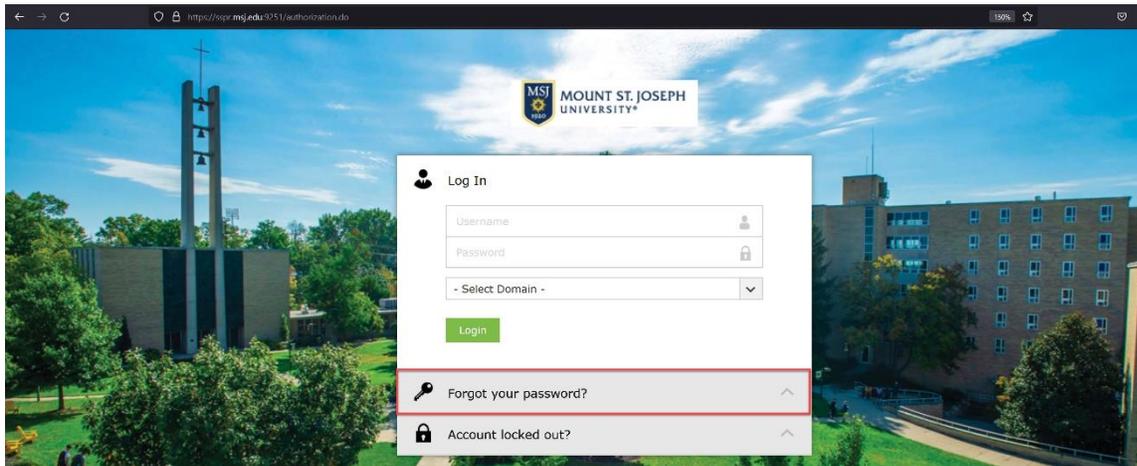


How to reset your password

Step 1

Visit <https://sspr.msje.edu:9251> and click “Forgot your Password?”



Step 2

Enter your **username**. Then select the appropriate domain, MSJ. Type the captcha characters as you see them in text field. Then click **Continue**.



Step 3:

Select your mobile number from the drop down menu. Type the captcha characters you see in the text field. Click Continue. If you no longer have access to that number, please contact the Help Desk at your earliest convenience for a password reset. We can be reached at 513-224-4357.

Get a verification code via SMS

Select your mobile number

--- Select Mobile No. ---
--- Select Mobile No. ---
1513

Picture below.

58543E

Letters are not case-sensitive

Cancel Continue

Step 4:

A text message containing a verification code will be sent to the selected number. Enter the verification code you've received via text. If you didn't receive the code then click **Resend Code**.

After entering the code, enter the captcha characters you see in the text field. The click **Continue**.

NOTE: Only select **Trust this browser** if you're on a personal computer. Do not select this option if you are on a shared computer.

Verification code has been sent to 1513

Once you have received the code, Please enter it in the textbox below

 Resend Code Trust this browser

Trusted browsers will expire after 180 day(s)

Type the characters you see in the picture below.

jtrget

Letters are not case-sensitive

Cancel Continue

Step 5:

Enter a new password in both text fields. After entering a password twice, type the captcha characters in the text field. Click **Reset password** to confirm changes and you will receive a message that your password has been changed.

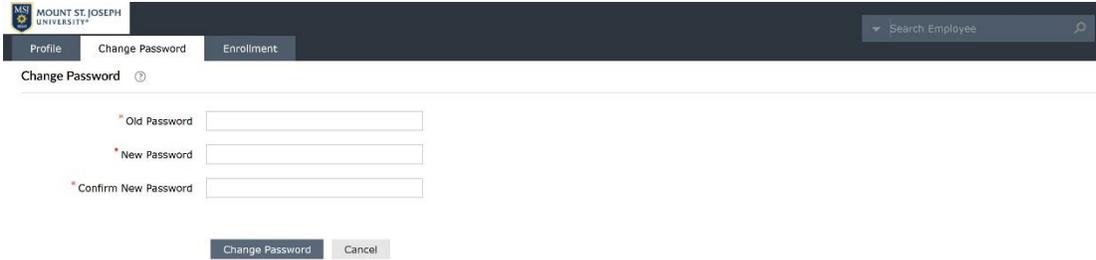
Passwords must meet the following minimum requirements:

- Passwords may not contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Passwords must be at least seven characters in length
- Passwords must contain characters from three of the following four categories:

1. English uppercase characters (A through Z)

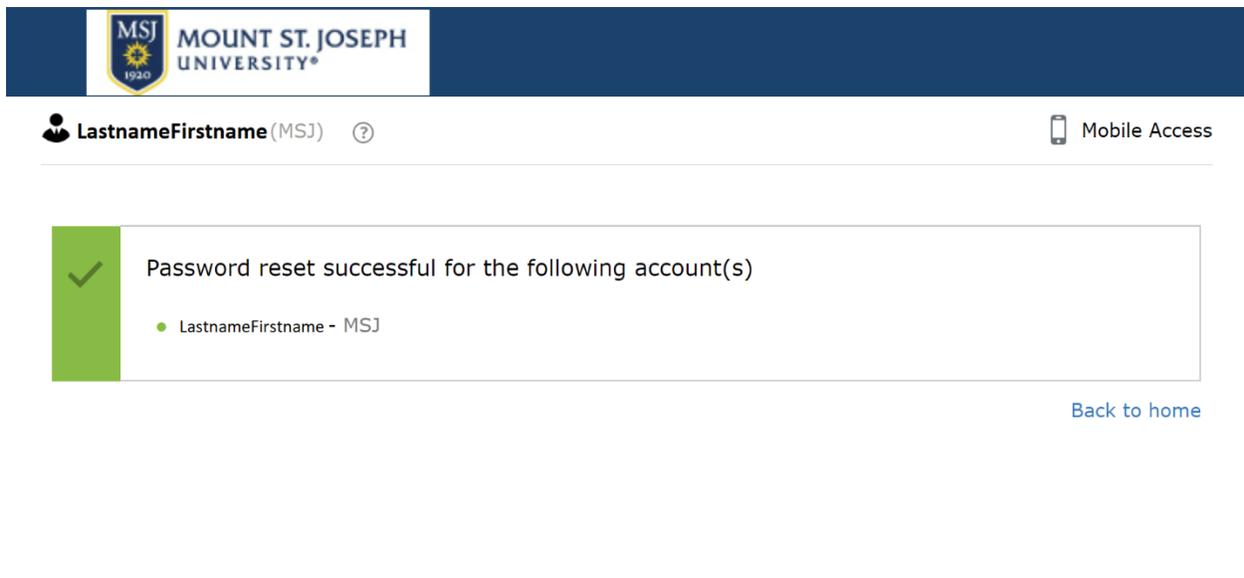
2. English lowercase characters (a through z)
3. Base 10 digits (0 through 9)
4. Non-alphabetic characters (for example, !, \$, #, %)

Complexity requirements are enforced when passwords are changed or created.



The screenshot shows the 'Change Password' form in the user interface. At the top, there is a navigation bar with the MSJ logo and 'MOUNT ST. JOSEPH UNIVERSITY' on the left, and a search bar with 'Search Employee' on the right. Below the navigation bar, there are three tabs: 'Profile', 'Change Password', and 'Enrollment'. The 'Change Password' tab is active. The form contains three input fields: '* Old Password', '* New Password', and '* Confirm New Password'. Below the input fields are two buttons: 'Change Password' and 'Cancel'.

You'll see a confirmation that your password was reset successfully. Click **Back to home** to login.



The screenshot shows the confirmation page after a password reset. At the top, there is a navigation bar with the MSJ logo and 'MOUNT ST. JOSEPH UNIVERSITY' on the left, and a user profile section with 'LastnameFirstname (MSJ)' and a help icon on the right. Below the navigation bar, there is a green checkmark icon and the text 'Password reset successful for the following account(s)'. Below this text, there is a list item: '● LastnameFirstname - MSJ'. At the bottom right, there is a blue link that says 'Back to home'.