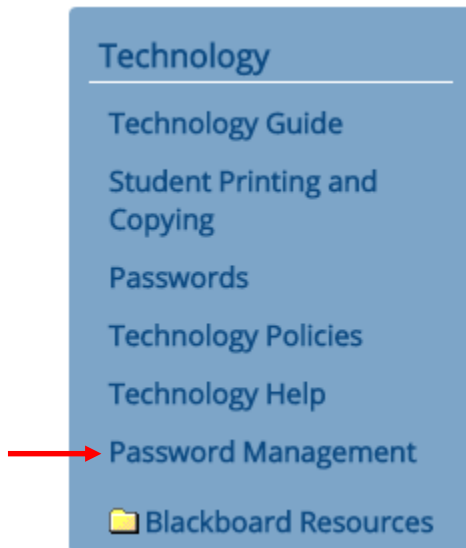


## Self- Service Password Reset – Password expired or Change your password

### Password expired

1. On myMount, select the technology tab and then select Password Management on the left hand side.



2. Select Forgot My Password.

## Password Management

Forgot My Password

3. Enter in your username and the alternate email address you provided when you set up your challenge questions.

Enter your user name and alternate email address and then choose to send a password reset request to your alternate email or to answer your hint questions. If you do not know your user name or email address, please contact the ISS Help Desk at (513) 244-4357 for assistance.

User name:	<input type="text" value="shottonsierra"/>
Alternate Email Address:	<input type="text" value="shottonsierra@gmail.com"/>
<input type="button" value="Send to Alternate Email"/>	<input type="button" value="Answer Challenge Questions"/>

4. If you remember the answers to your challenge questions, select the Answer Challenge Questions button. If you have forgotten the answers, select Send to Alternate Email.
  - a. Answer Challenge Questions: Answer your questions and select continue to reset your password.

## Password Management



Answer the challenge questions below to continue. Using uppercase or lowercase for your answers does not matter. If you do not remember your answers, please try the send to alternate email address option instead or contact the ISS Help Desk at (513) 244-4357 for assistance in resetting your password.

What was the first name of your best friend in high school?

What was the make and model of your first car?

What is your oldest sibling's middle name?



- b. Send to Alternate Email: After selecting the send to alternate email button you will receive an email from us with a link to reset your password. Click the link provided.

● Mount St. Joseph University Password Reset ★

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● **mountweb@msj.edu** Today at 5:35 PM ★  
 To: sierra.shotton@yahoo.com

To complete your Mount St. Joseph University password reset request, click this link:  
[Go to Password Entry Page](#)  
 On the page linked above, you will be able to enter a new password.  
 If you did not request this password reset, you can safely ignore this message and no change will occur to your password.

5. Use the guidelines to create a new password and select continue.

## Password Management



To change your password, please enter the information required then click continue.

**Remember, changing your password will change it for myMount, Blackboard, and MSJ email at the same time.** It will also change the password used to print to Mount printers and to log in to Mount computers.

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.

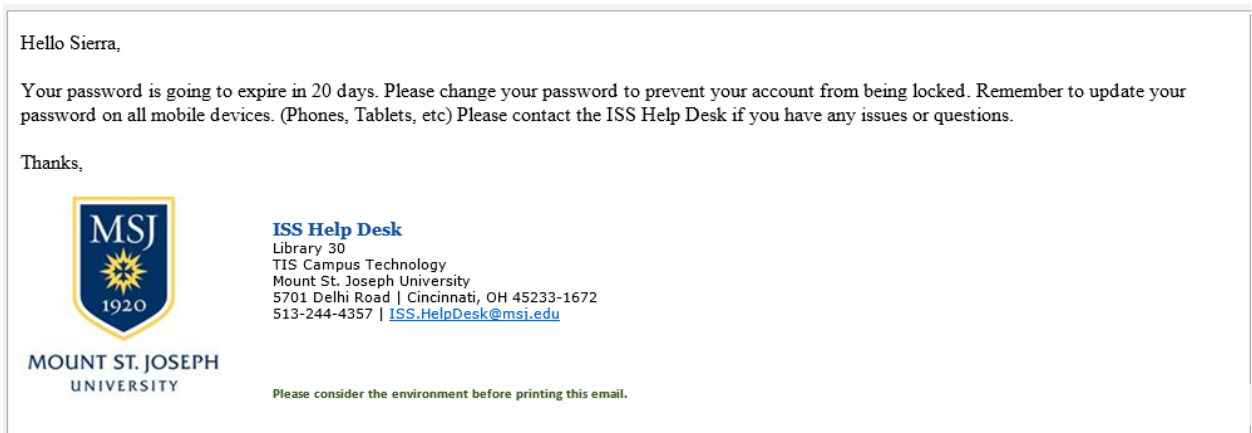
Enter new password:

Enter new password again:

6. Your password has been changed. Be sure to update your password on any device you may be logged into to keep from having your account locked out. If you need assistance, please contact the Help Desk at 513-244-4357.

Changing your password when you have received an expiration reminder:

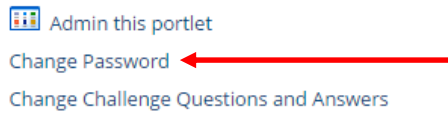
1. You will receive a reminder email when your password will expire within 20 days.



2. At this time you can reset your password through your email options or through myMount.
3. Log into myMount and select the technology tab.
4. Select Password Management on the left hand side of the screen.



5. Select Change Password.



6. Enter your old password and then use the guidelines to create a new password. Select continue.

### Password Management

Access Options Settings

To change your password, please enter the information required then click continue.

**Remember, changing your password will change it for myMount, Blackboard, and MSJ email at the same time.** It will also change the password used to print to Mount printers and to log in to Mount computers.

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

Complexity requirements are enforced when passwords are changed or created.

Old Password:

Enter new password:

Enter new password again:

7. Your password has been changed. Be sure to update your password on any device you may be logged into to keep from having your account locked out. If you need assistance, please contact the Help Desk at 513-244-4357.