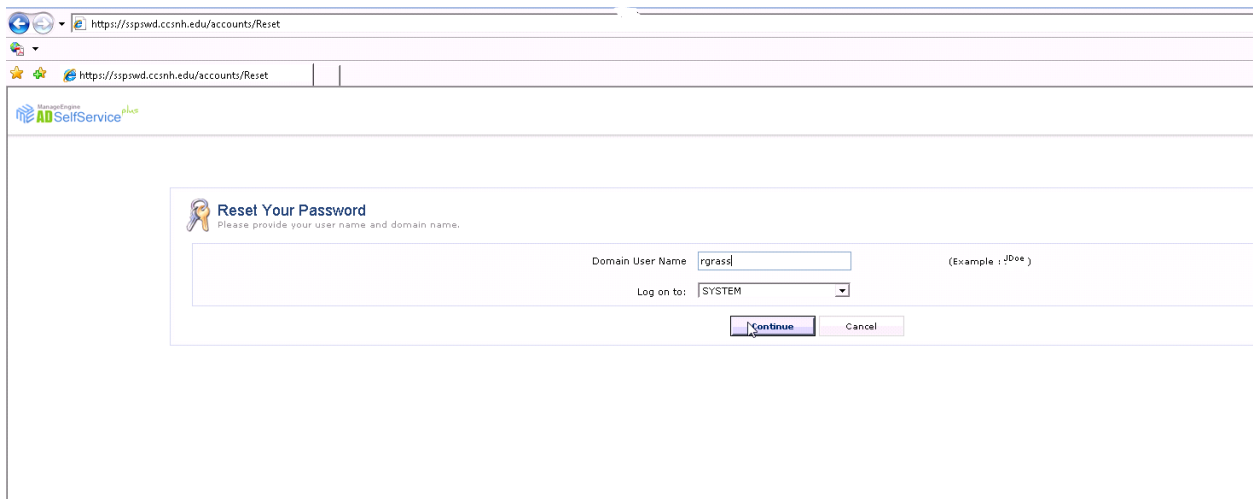


How to change a forgotten EasyLogin password

- *You must **ACTIVATE** your account before you can use the “forgot password” feature. If you have not activated your account please see “Activating your EasyLogin account”*

1.) If you forget your EasyLogin password, click on any “I forgot my Password” link on your college web pages or go to <https://sspwd.ccsnh.edu/accounts/Reset>.

2.) You will be prompted to enter your EasyLogin username. (see figure 1)



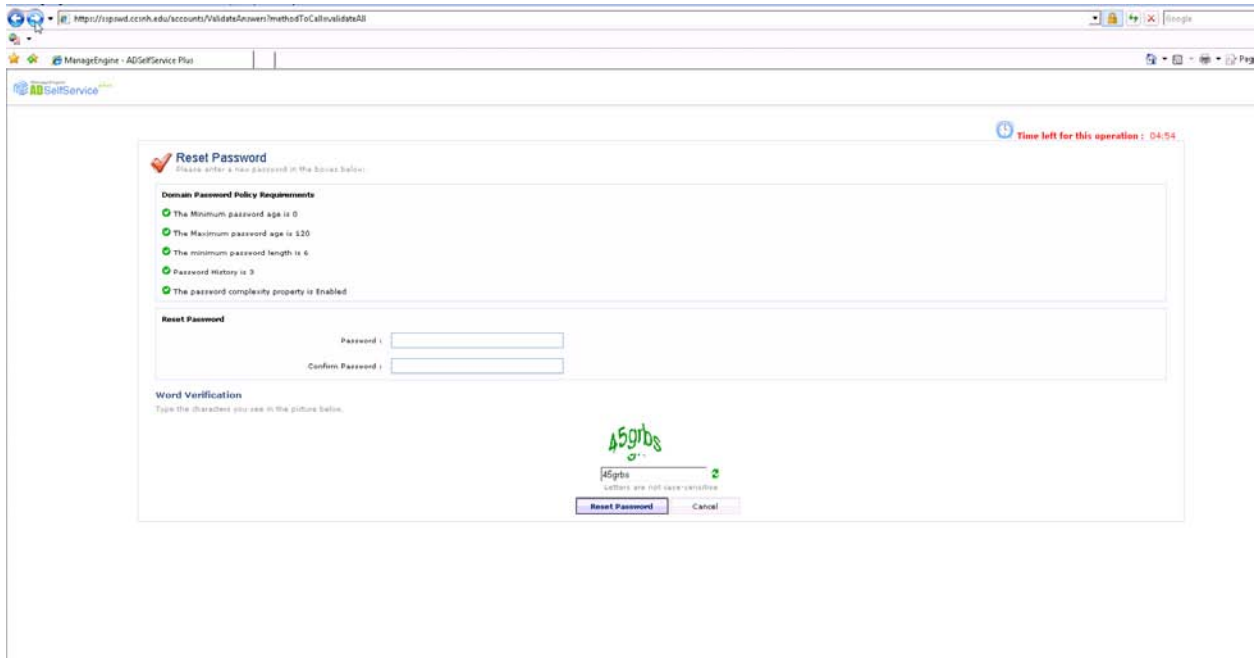
The screenshot shows a web browser window with the URL <https://sspwd.ccsnh.edu/accounts/Reset>. The page features the 'AD SelfService' logo. The main content area is titled 'Reset Your Password' and includes the instruction 'Please provide your user name and domain name.' Below this, there is a form with two input fields: 'Domain User Name' containing the text 'rgrassl' and a dropdown menu for 'Log on to:' set to 'SYSTEM'. A '(Example : J.Doe)' is shown to the right of the user name field. At the bottom of the form are two buttons: 'Continue' and 'Cancel'.

3.) Enter your EasyLogin username and click the “Continue” button. You will then be prompted to enter your answers to the security questions you chose during activation. You will also need to enter the characters that appear in the image shown to you. Once you have answered your questions and entered the characters in the image, click the “Continue” button. (see figure 2)

1.) If you answer your questions correctly, you will be asked to enter a new password and confirm the new password. Again, you will need to enter the characters that appear in the image on the page. Once you have entered and confirmed your new password and entered the characters in the image, click the “Reset password” button. (See figure 3) You will notice a list of “Domain Password Policy Requirements”. These are the rules for creating your new password. See below for the definitions.

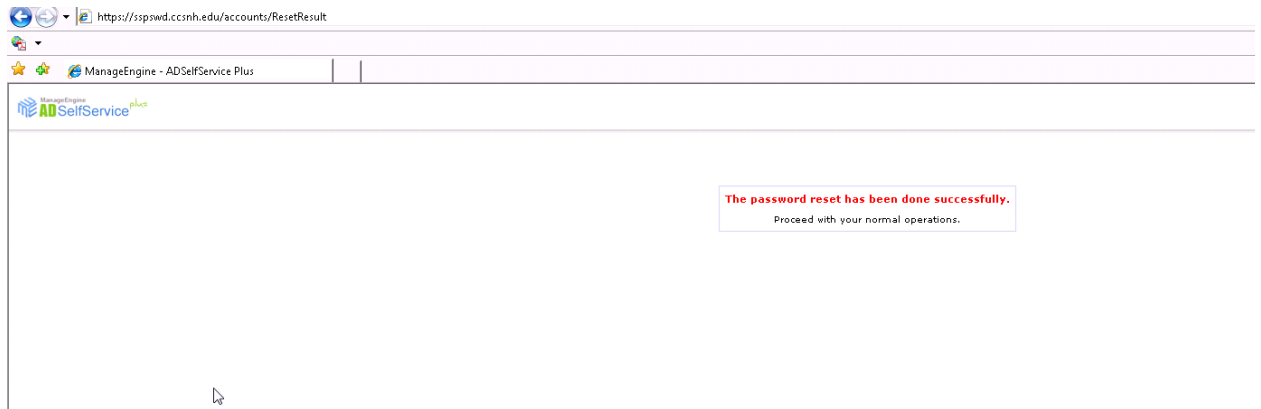
- **Minimum password age is 0:** This means you can change your password as many times as you like, there is no wait period between changes.
- **Maximum password age 120:** This is the number of days before your new password expires. 120 days from the day you create it.
- **Minimum password length 6:** Your password must be 6 or more characters long.
- **Password history 3:** You cannot use any of your previous 3 passwords for your new password.
- **Password complexity is enabled:** This means your passwords must contain a combination of uppercase and lowercase letters as well as a number, special character or underscore. Some examples include - Cold_Day, Cold2Day, 1C0ld@y. Remember that the more complex your password is, the harder it is for someone to guess it.

4.)



(Figure 3)

5.) You will receive a pop up notice confirming your change has been successful. (see figure 4)



(figure 4)

6.) Once you have successfully changed your password, you can login in using the new password. Please remember to close the browser to sign out.