



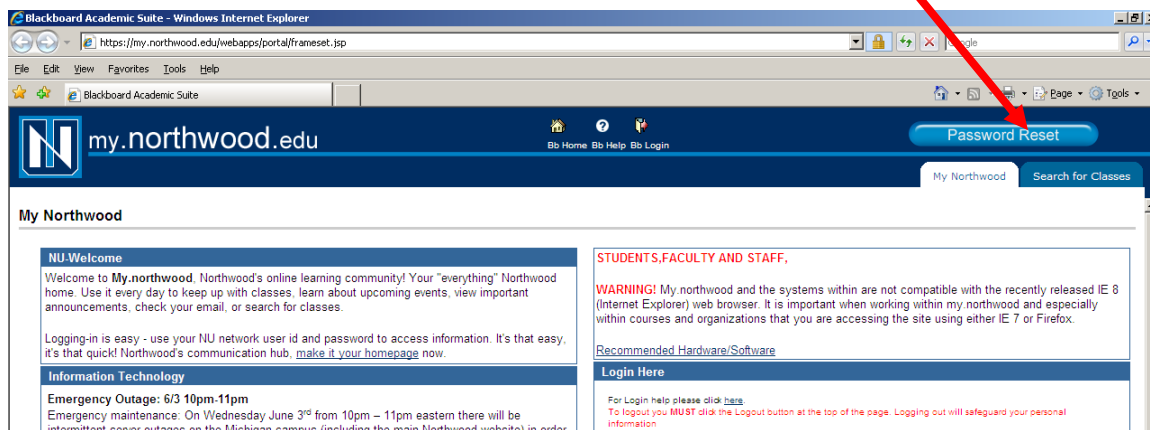
NORTHWOOD UNIVERSITY

# Password Reset System

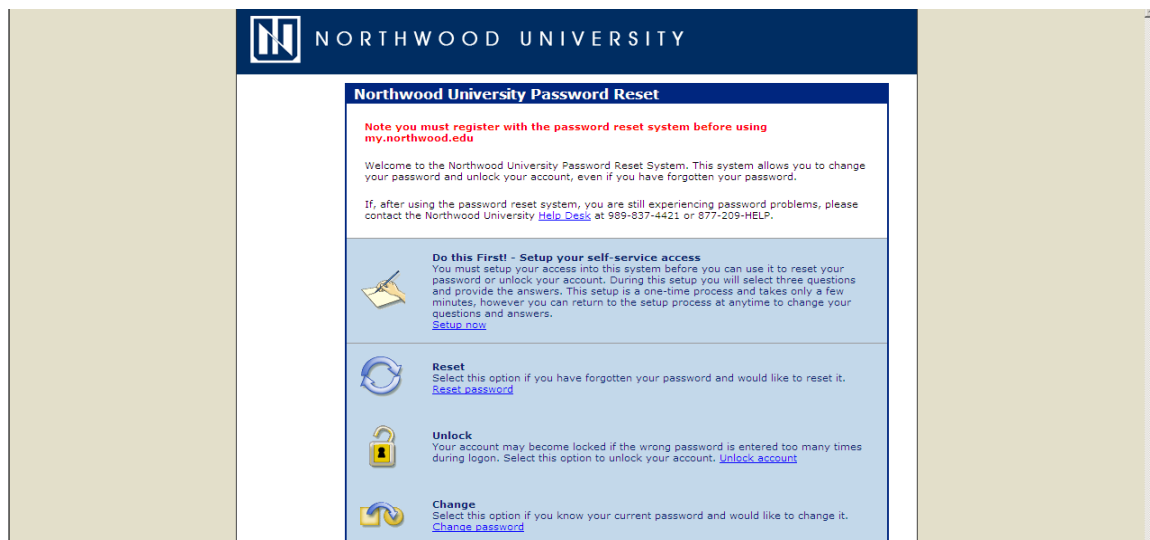
Your Northwood University username and password allow you to login to My.northwood.edu, the Northwood University network, and Northwood University computers. Your username does not change, but your password will expire every 180 days. The Northwood University Password Reset System allows you to reset your password, unlock your account, and change your password. Use the [Reset password](#) link if you have forgotten your password, the [Unlock account](#) link if you are getting a message that your account has been locked, or the [Change password](#) link if you know your password and want to change it. To reset your password or unlock your account, you must first set up your self-service access.

## Access the Northwood University Password Reset System

1. Click the *Password Reset* button on the main My.northwood.edu webpage.



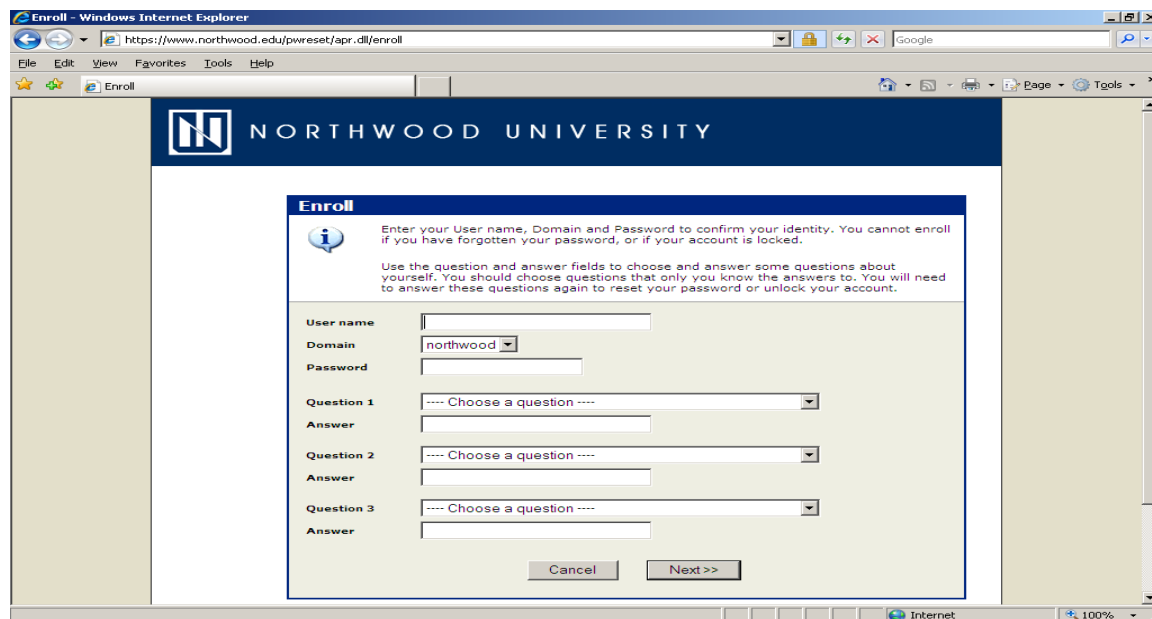
2. The main page of the Password Reset System will look like the picture below.



## **Do this First! Setup your self-service access**

To use the Password Reset System to reset your password or unlock your account, you will need to set up your self-service access. This setup is a one-time process that can be redone to change your questions and answers.

1. Click the Setup now link from the main page of the Password Reset System.
2. Enter your User name, select northwood as the Domain, and enter your current Password to confirm your identity. **Note:** You cannot enroll if you have forgotten your password, or if the account is locked
3. Use the Question and Answer fields to choose and answer three questions about yourself. **Note:** You will need to provide the same answers to these questions to reset your password or unlock your account.



The screenshot shows a web browser window titled "Enroll - Windows Internet Explorer" with the address bar displaying "https://www.northwood.edu/pwreset/apr.dll/enroll". The page features the Northwood University logo and a central "Enroll" form. The form includes a header with an information icon and text: "Enter your User name, Domain and Password to confirm your identity. You cannot enroll if you have forgotten your password, or if your account is locked." Below this, it states: "Use the question and answer fields to choose and answer some questions about yourself. You should choose questions that only you know the answers to. You will need to answer these questions again to reset your password or unlock your account." The form fields are: "User name" (text input), "Domain" (dropdown menu with "northwood" selected), "Password" (text input), "Question 1" (dropdown menu with "---- Choose a question ----"), "Answer" (text input), "Question 2" (dropdown menu with "---- Choose a question ----"), "Answer" (text input), "Question 3" (dropdown menu with "---- Choose a question ----"), and "Answer" (text input). At the bottom of the form are "Cancel" and "Next >>" buttons.

4. Click the Next >> button. You will now be brought back to the My.northwood.edu webpage.

## Reset Password

The Password Reset System can be used if you have forgotten your password or your password has expired. **Remember:** Your self-service access must already be set up to reset your password.

1. Click the [Reset password](#) link from the main page of the Password Reset System.
2. Enter your Username in the User name box and select northwood as the domain.

3. Click the *Next >>* Button
4. Answer the questions to confirm your identity. **Note:** Enter the same answers you entered during your self-service access set up.
5. Enter your new password in the New Password and Confirm Password boxes.
6. Click the *Next >>* button. You will now be brought to the finished confirmation page.

## Unlock Account

The Password Reset System can be used if you are getting a message that your account has been locked. **Remember:** Your self-service access must already be set up to unlock your account.

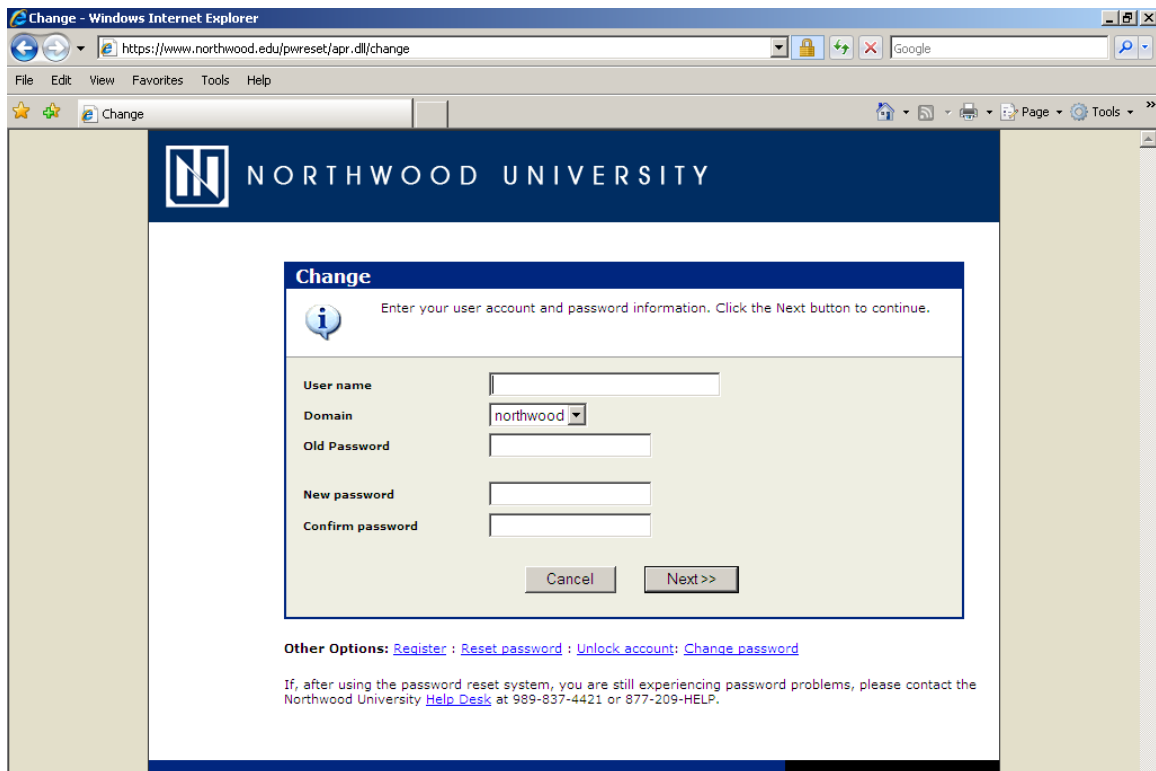
1. Click the [Unlock account](#) link from the main page of the Password Reset System.
2. Enter your Username in the User name box and select northwood as the domain.

3. Click the *Next >>* button
4. Answer the questions to confirm your identity. **Note:** Enter the same answers you entered during your self-service access set up.
5. Click the *Next >>* button. You will now be brought to the finished confirmation page.

## Change Password

To change your password you will need to know your user name and also your current password.

1. Click the *Change password* link from the main page of the Password Reset System.
2. Enter your User name in the User name box and ensure northwood is selected as the domain.



The screenshot shows a web browser window titled "Change - Windows Internet Explorer" with the URL "https://www.northwood.edu/pwreset/apr.dll/change". The page features the Northwood University logo and a "Change" form. The form includes a header with an information icon and the text "Enter your user account and password information. Click the Next button to continue." Below this are five input fields: "User name" (text box), "Domain" (dropdown menu with "northwood" selected), "Old Password" (text box), "New password" (text box), and "Confirm password" (text box). At the bottom of the form are "Cancel" and "Next >>" buttons. Below the form, there are links for "Other Options: Register : Reset password : Unlock account: Change password" and a footer note: "If, after using the password reset system, you are still experiencing password problems, please contact the Northwood University Help Desk at 989-837-4421 or 877-209-HELP."

3. Enter your current password in the Old Password box and enter your new password in the New password and Confirm password boxes.
4. Click the *Next >>* button. You will now be brought to the finished confirmation page.

If, after using the Password Reset System you are still experiencing password problems or need assistance with this process, please contact the Northwood University Help Desk, at (989) 837-4421, Toll free (877) 209-HELP, or [helpdesk@northwood.edu](mailto:helpdesk@northwood.edu)