To reset your my.northwood.edu email password:

1. Go to http://my.northwood.edu
2. Choose Reset My Password* (outlined in red below)
   *this option will only work if you have already setup your Northwood security questions (see page 2)

3. Type in your Northwood username
4. Domain will remain “northwood”
5. Choose Next
6. Answer the security question to reset your forgotten or expired password

To setup security questions and utilize the password self-service tool:

1. Go to [http://my.northwood.edu](http://my.northwood.edu)
2. Choose Setup Security Questions (outlined in red below)
3. During this set up you will select three questions and you must provide the answers. It is strongly suggested that you pick security questions that have a definitive answer, and won’t change as time goes on. This set up is a one-time process and only takes a few minutes.

4. Once you have set up your password self-service you will be able to reset your password, unlock your account, or change your current password.

To change your current Northwood password:

1. Go to [http://my.northwood.edu](http://my.northwood.edu)
2. Choose Setup Security Questions
3. Choose Change my Current Password (outlined in red below)
4. Type in your Northwood username
5. Domain will remain “northwood”
6. Type in current Northwood password
7. Type in new password and confirm password

If you are still experiencing problems accessing your account, please call the help desk at 877-209-HELP.