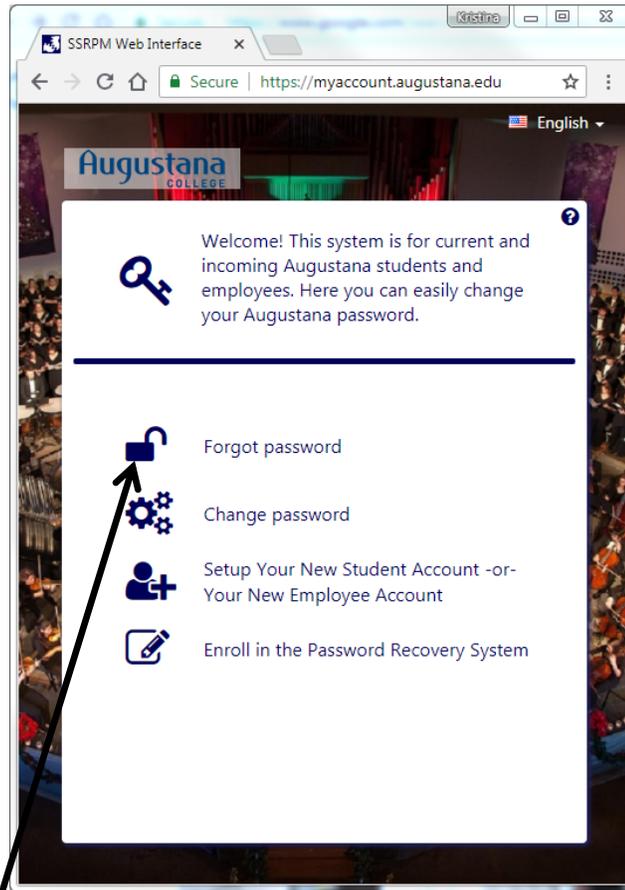


## GUIDE TO FORGOT PASSWORD IN AUGUSTANA'S PASSWORD RECOVERY SYSTEM

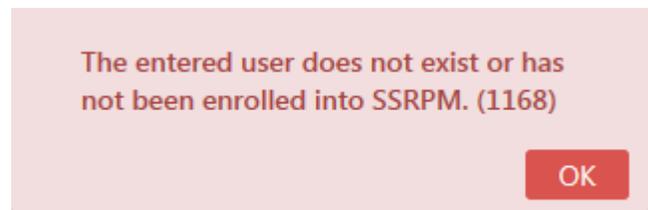
1. In a browser go to URL: <https://myaccount.augustana.edu>  
This will open the following window:



2. Click on "Forgot Password".
3. In the next window, enter your username (without @augustana.edu) – for example: johndoe

A screenshot of a web form titled "Forgot my password". The form has a dark blue header with the Augustana College logo and a language dropdown set to "English". The main content area is white and contains a lock icon and the text "Enter your username to reset your password." Below this is a text input field labeled "Username without @augustana.edu:" with the placeholder text "Enter username". At the bottom of the form are two buttons: "Back" and "Next".

**\*\*If you are not enrolled in Augustana's Password Recovery System, you will get the below error. If this is the case, you will have to contact the ITS Department to reset your password, so you may then go and enroll. \*\***

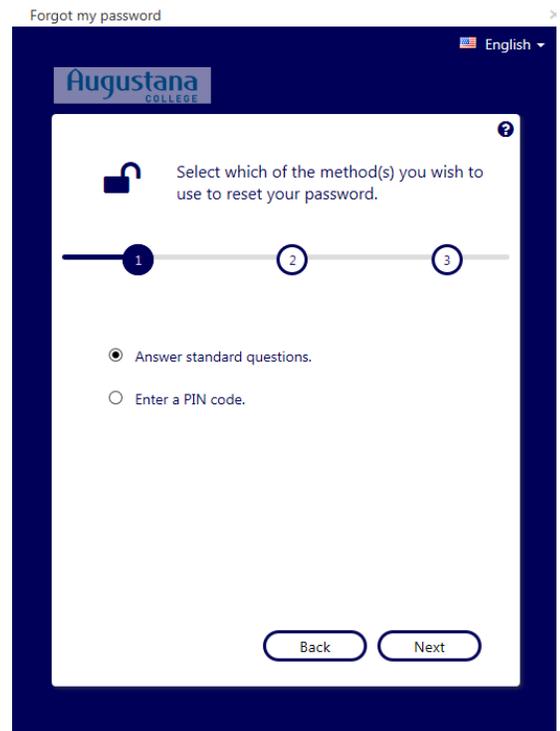


4. In the next window (step 1), one or two methods of resetting your password will be displayed.

The first option of “Answer standard questions” is the default and will always be displayed.

If during enrollment you entered an email address or mobile phone number, a second option will display “Enter a PIN Code”.

Select a method and click on the “Next” button.



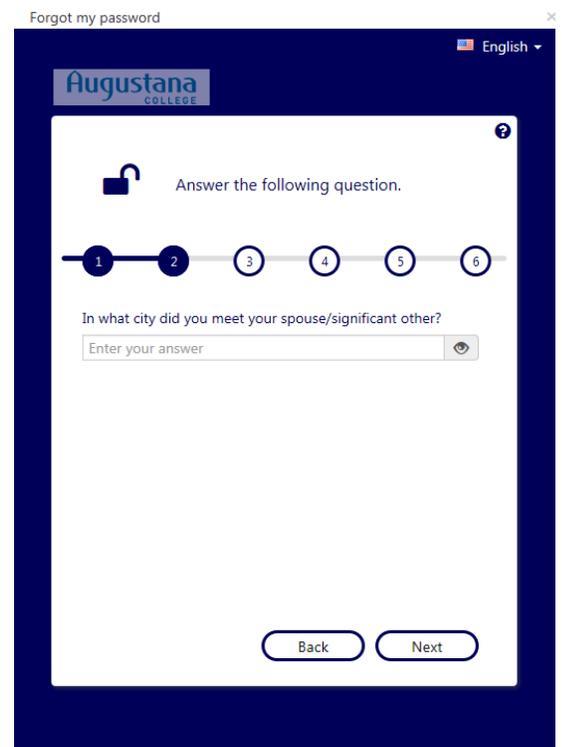
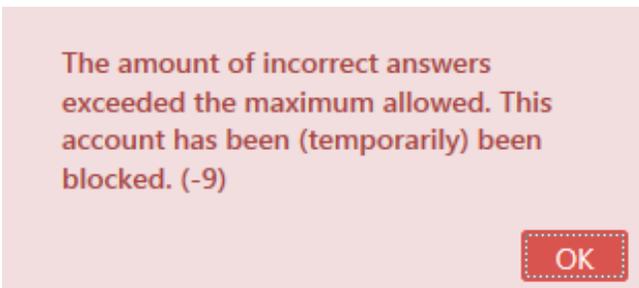
- 4a. If you select “Answer standard questions” for step one and click the “Next” button, the next three windows (steps 2, 3, & 4) will display one of the three questions you selected to answer during enrollment.

Click the “Next” button after answering each question.

For example



\*\* Be careful, if you type an incorrect answer three times, you will be locked out for one hour before you can try again. The message will look similar to this:



4b. If you select “Enter a PIN code” for step one, the next screen (step 2) will give you the option to have a number sent to your

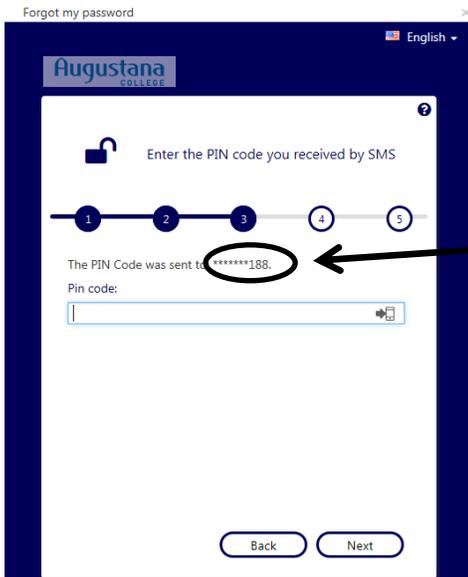
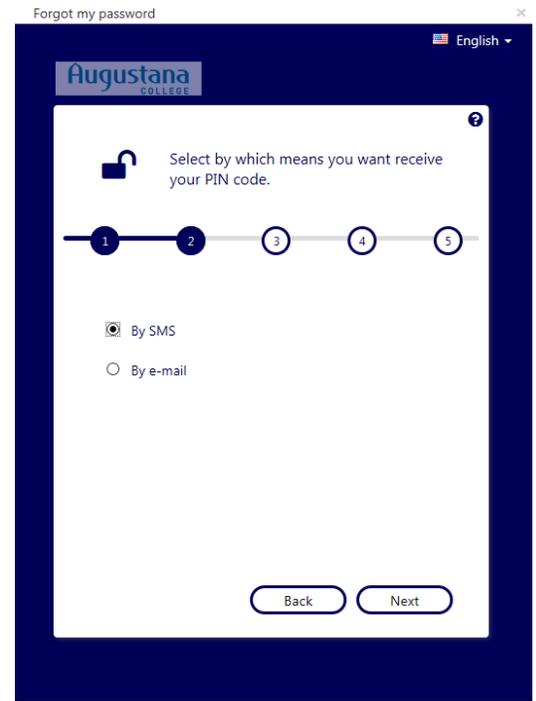
mobile phone (by SMS)

– and/or –

to your email (by e-mail)

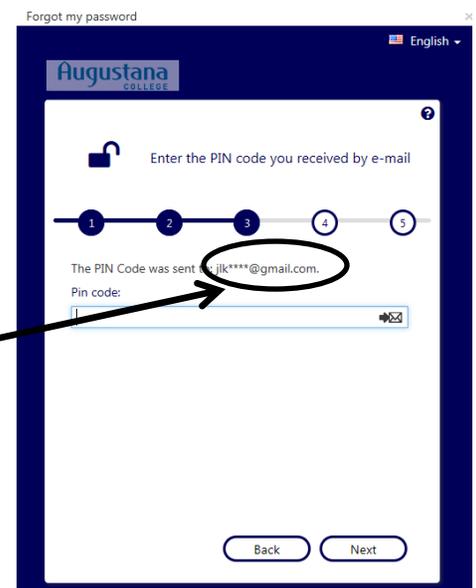
\*\*Again, these options depend on what was filled in during enrollment.

Select the option in which you wish to receive your pin code and click the “Next” button.



If you select “by SMS”, a message will be sent to your cell phone and the next screen (step 3) will display the last three digits of the phone number.

Enter the pin code received and click the “Next” button.



If you select “by e-mail”, a message will be sent to your email and the next screen (step 3) will display the first three letters of the username and the email provider (for example, @gmail.com) of the email address.

NOTE: For the email message, the email sender will be from [myaccount@augustana.edu](mailto:myaccount@augustana.edu) with a subject about Email Authentication.

Enter the pin code received and click the “Next” button.

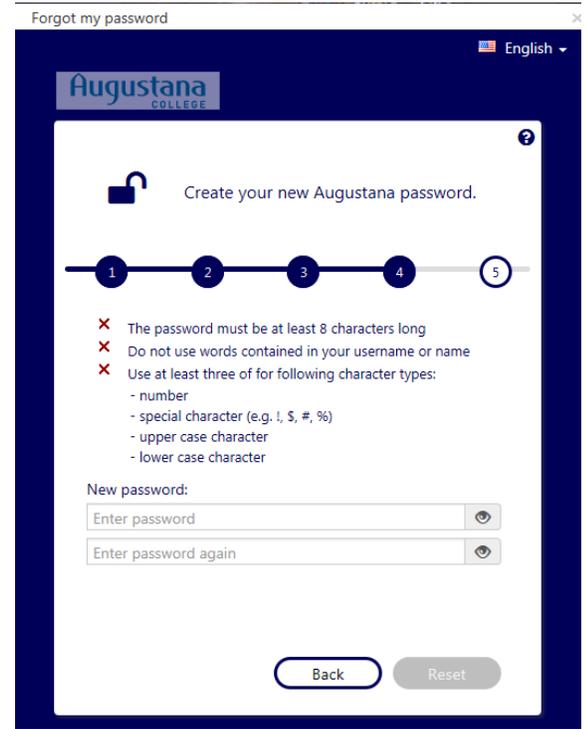
- After a pin code has been entered or the three security questions have been answered, the next window (step 4 if used pin code, step 5 if answered questions) is where you will create your new password. Enter your new password twice, once in each box. Your password must adhere to the rules listed in the window.

*DISCLAIMER: The password rules in the sample picture provided to the right may not match the password rules displayed for you. Follow the rules provided on your screen.*

The “Reset” button will turn from grey to white once your new password has met all the password rules and the entries on both lines match.

*\*Hint: If you click on the icon that looks like an eye, the password entered on that line will be displayed in plain text.*

Click the “Reset” button when your new password has been successfully entered.



- In the final window (step 5 if used pin code, step 6 if answered questions), click the “OK” button.

\*\*Remember changing your password here will change the password for you:

- Augustana computer login
- Augustana Google Email account
- Augustana Office 365 account (if applicable)
- It will also change your password for other Augustana software that is synced to your Augustana computer login, such as Moodle and Arches, etc.

