Resetting Your Password using Secret Questions

This document was created for those who will need to reset their password from a previous password. Remember you must use your Employee ID (which was provided by Human Resources when hired) to verify your identity.

Please be advised BSU has adopted the Multiple Sign-on (MSO) functionality.   When users change their password through the password portal the password chosen will allow access to multiple software systems. This function will allow faculty/staff to use the same password to authenticate the following systems: Blackboard - Faculty, PeopleSoft - Faculty/Staff, and Email/OWA - Faculty/Staff. Please note, this functionality DOES NOT include accessing PeopleSoft Financials.

Multiple Sign-on (MSO) defined: *As different applications and resources support different authentication mechanisms, multiple sign-on must internally translate credentials for the different mechanisms, from that used for initial authentication. This will allow the user to use the same password to authenticate several systems.*

Before you start, please do the following:

- Close all open browsers and start a new browser session.

- Please be sure to confirm you are running Internet Explorer (IE) in compatibility mode.

- Clear your browser's cache and cookies:
    1. In Internet Explorer, click the **Tools** icon, and then click **Internet Options**.
    2. On the **General** tab, under **Browsing history**, click **Delete**.
    3. In the **Delete Browsing History** dialog box, select **Temporary Internet files**, click **Delete**, and then click **OK**.
    4. Close and then reopen the browser.

If you are using your personal computer and are running into any issues, please try using Google Chrome or Mozilla Firefox as another option.

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STEP 1:

Go to www.bowiestate.edu.

STEP 2:

At the very top of the page click on myBSU.

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STEP 3:

Under "Faculty/Staff Links" click on "Faculty/Staff Password Reset"
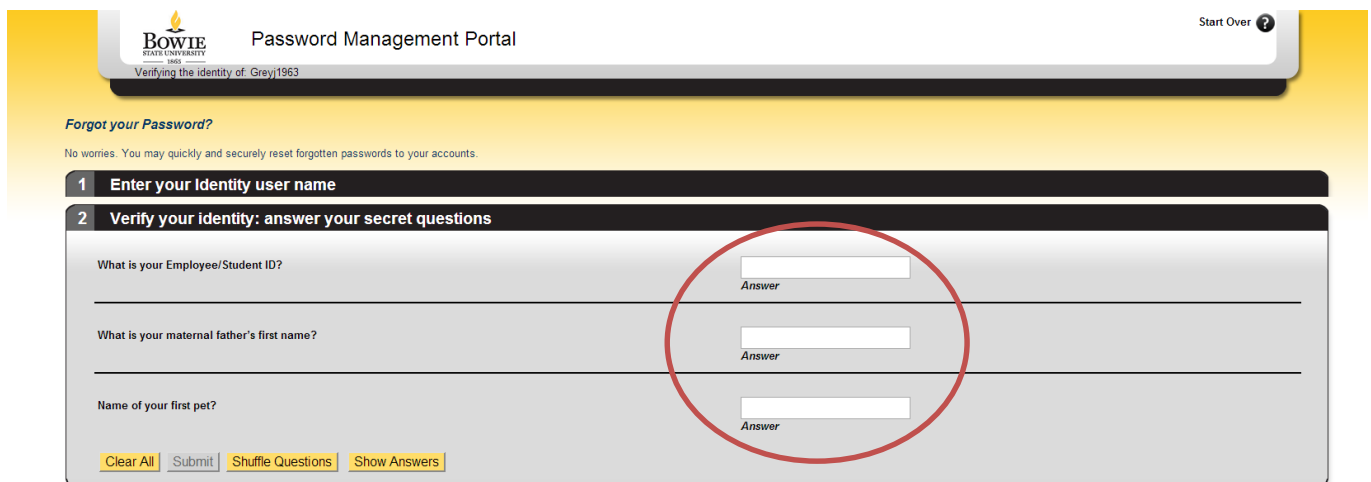
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STEP 4:

This is the BSU Password Management Portal. Type in your "User ID". Your user id is normally everything that is before the **@** symbol of your email address (i.e. **doej2014**@bowiestate.edu). After entering your User ID, click the submit button.

STEP 5:

Next you will verify your secret questions and provide the answers. Please be advised, this is not case sensitive. Once completed then click Submit.

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STEP 6:

Here is where you actively select to "Reset my password" and click Next.

Note: If you should choose to "Configure my secret question", it will take you back to "step 4" where you can choose to change your answer or select a new question and answer.

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STEP 7:

Enter your new password and click Submit.

Note: If you should make a mistake and hit submit, you can select the start over button in the upper right hand corner.

Before you enter your password, please be advised that BSU passwords must meet the following requirements:

- 8 characters minimum and 16 characters maximum
- Requires 3 out of 4 of the following:
    - Lowercase characters
    - Uppercase characters
    - Numbers (0-9)
    - Symbols (see password restrictions above)

- Password Restrictions
    - Must not reuse a previous password
    - Must not contain your name or username
    - Unicode characters
    - spaces
    - Cannot contain a dot character '.' immediately preceding the '@' symbol

Additional information for creating secure passwords
1. Microsoft: Create Strong Passwords (http://www.microsoft.com/protect/fraud/passwords/create.aspx)
2. The Password Meter (http://www.passwordmeter.com/)

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Complete Step 7:

Enter your new password and click Submit.

6	Create a new password
	New Password: [_____]
	Re-type Password: [_____]
	Clear All	Submit

STEP 8: CONGRATULATIONS!!

You have successfully reset your password. Click Exit Kiosk. Be sure to test your new password.

⚠ You have successfully reset your password.

Exit Kiosk
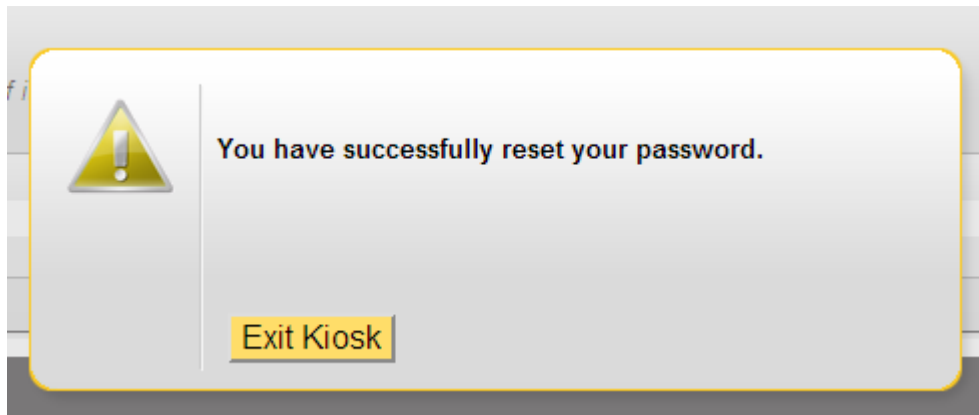
Note: You must reboot the computer if you are using a system located on campus.

Should you continue to have issues, please contact the HelpDesk at Helpdesk@bowiestate.edu.