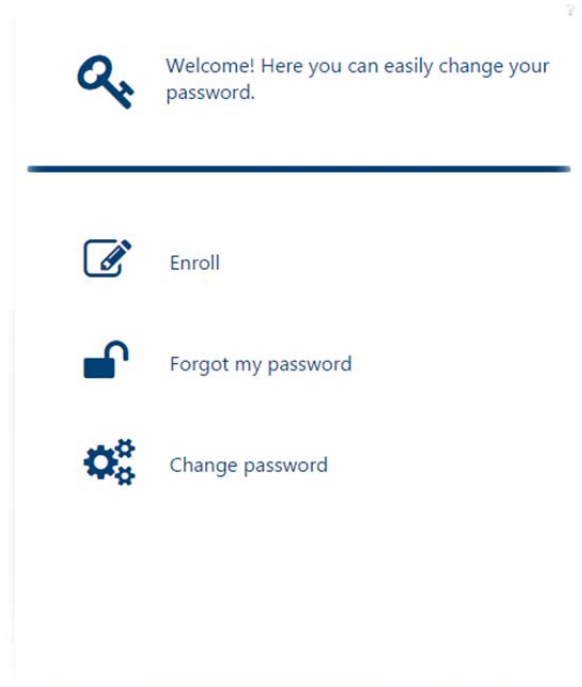


Self-Service Reset Password Management (SSRPM) Part 2: Forgot my password

The **Self-Service Reset Password Management Tool** provides users with the ability to recall their forgotten Nipissing University login password.

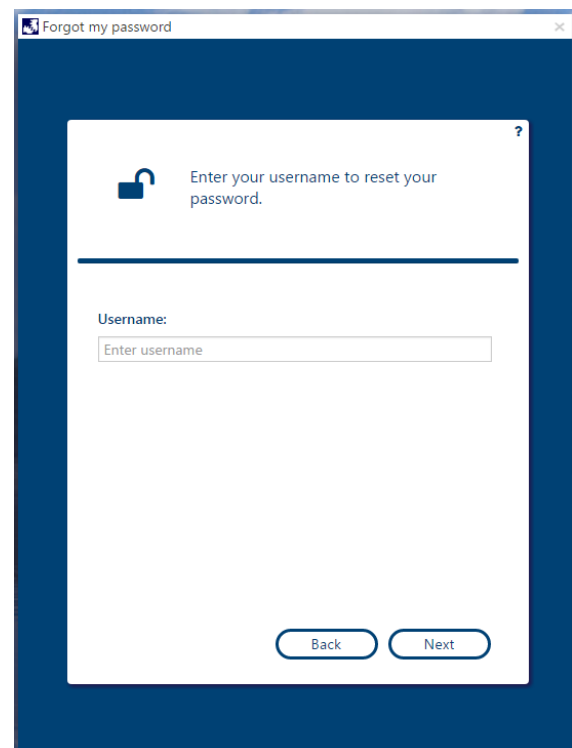
First, click **Forgot my password**.



Then enter your Nipissing University login **Username** in the following format:

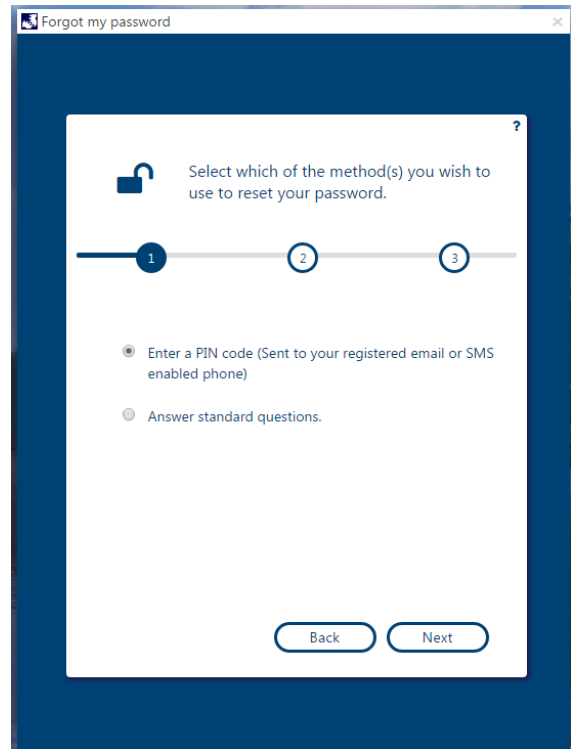
i.e. johns (Staff)
A0654321 (Students)

Click **Next**.



The tool will now validate that you are who you say you are by either:

1. Asking you to **Enter the PIN code** that is sent to your mobile phone or email.
(this would have been setup when you enrolled)
2. Answer the 3 **standard questions**.
(this would have been setup when you enrolled)

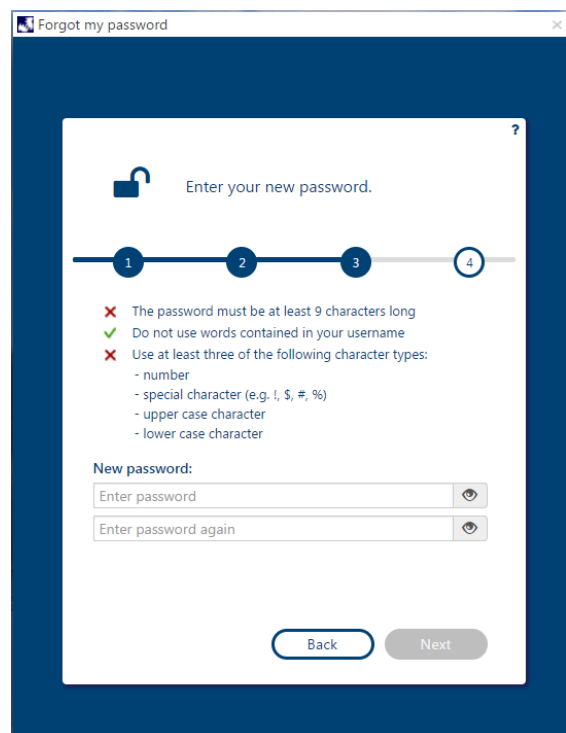


You must now enter a new Nipissing University login **password**.

The tool will ensure you meet the new password requirements.

You will be required to enter your password a second time.

Click **Next**.



Yes it was that easy!!

You have now reset your Nipissing login password!

Click **OK**.

