

Self-Service Password Management for Faculty & Staff

The Kutztown University Office of Information Technology has implemented **Self-Service Password Software** that provides you with the capability to reset or change a forgotten or expired password without having to contact the Help Center. The reset/change can be done through the web at any time and from anywhere.

First step in the process go [Password Self-Service](#) to Enroll in Self-Service and set up your security questions.

Detailed instructions for each self-service feature can be found in this document below.

[Enroll in Self-Service](#)

[Change Password](#)

[Forgot Password](#)

Enroll in Self-Service

Log in with current User Name/Password click Next.

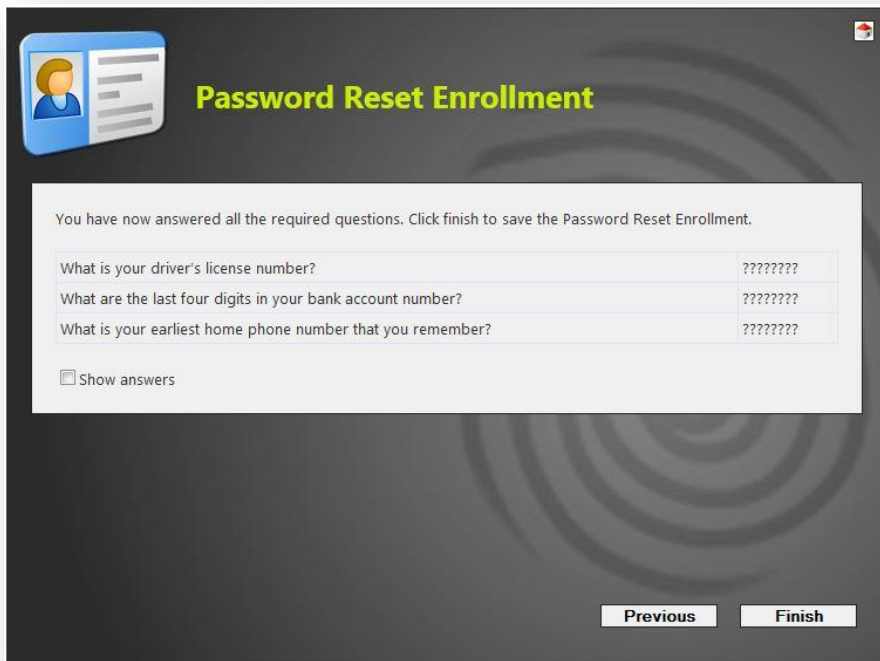


The screenshot shows a web interface for "Password Reset Enrollment". At the top left is a blue icon of a person's head and shoulders. To its right, the title "Password Reset Enrollment" is displayed in yellow text. Below this is a white "Log on" box with the instruction "You have to log on in order to continue the enrollment". Inside the box, there are two input fields: "User name" with the text "pwtest" and "Current Password" with a masked password of ten dots. A "Next" button is located at the bottom right of the page.



Click Next

Choose your 3 security questions and answers. Click Finish.





You are now enrolled in Specops to reset/recover a password.

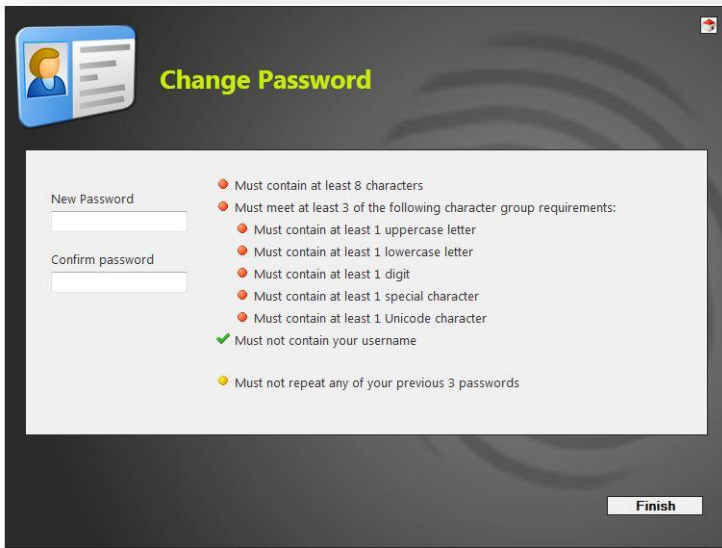
Change Password

This option can be used when your current password is still working and you can use it to log in and reset a password.

Enter your current User Name and password, click Next.



Enter New Password and Confirm Password. The red dots will change to green Check Marks when criteria are met. Click Finish. Your password will be reset.



Change Password

New Password

Confirm password

- Must contain at least 8 characters
- Must meet at least 3 of the following character group requirements:
 - Must contain at least 1 uppercase letter
 - Must contain at least 1 lowercase letter
 - Must contain at least 1 digit
 - Must contain at least 1 special character
 - Must contain at least 1 Unicode character
- Must not contain your username
- Must not repeat any of your previous 3 passwords

Finish

Forgot Password

Log into the Password Reset Service page with your User Name, click Next



Password Reset

Welcome to the Password Reset service

This wizard will help you to reset a forgotten password or unlock a locked out user account. Enter your user name in the box below. Then click Next to continue.

User name

Select language

Next

Answer your 3 security questions, click Next. You have 5 tries to get the questions correct. If you do not remember your answers, please call the IT Help Center at 610-683-1511 for assistance.

Password Reset

Question number 1 out of 3

What is your driver's license number?

Show characters

Previous Next

Enter your new password and confirm password.

Password Reset

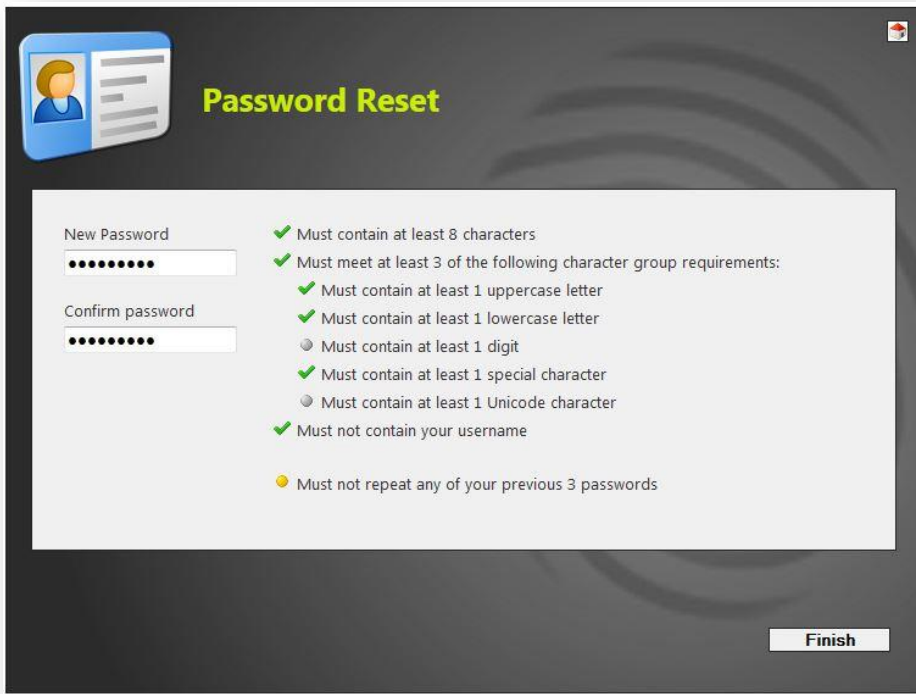
New Password

Confirm password

- Must contain at least 8 characters
- Must meet at least 3 of the following character group requirements:
 - Must contain at least 1 uppercase letter
 - Must contain at least 1 lowercase letter
 - Must contain at least 1 digit
 - Must contain at least 1 special character
 - Must contain at least 1 Unicode character
- ✓ Must not contain your username
- Must not repeat any of your previous 3 passwords

Finish

The red dots to the right will turn into green checkmarks when your new password meets the criteria.



Password Reset

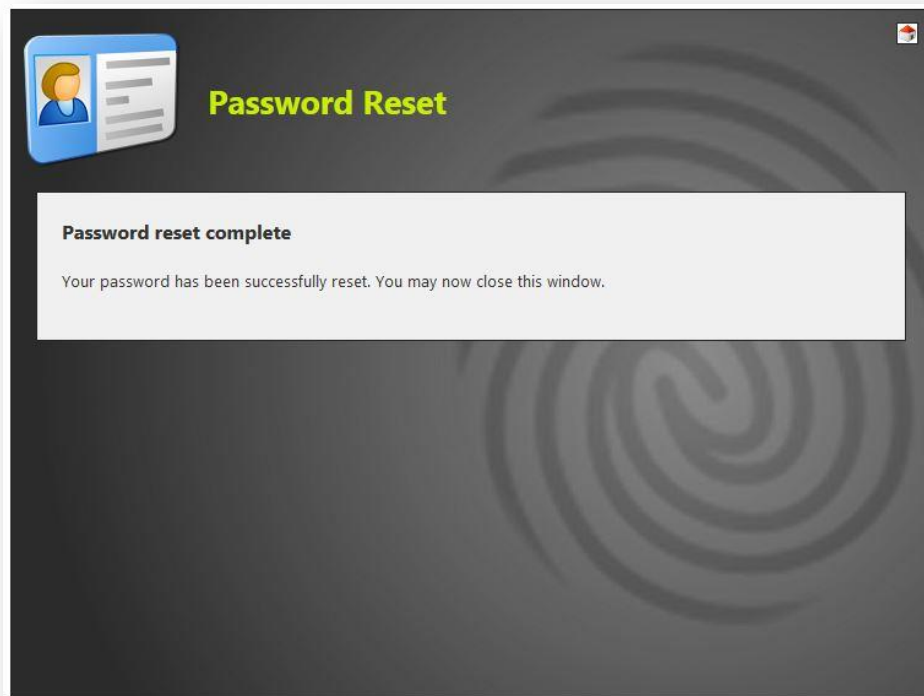
New Password
●●●●●●●●

Confirm password
●●●●●●●●

- ✔ Must contain at least 8 characters
- ✔ Must meet at least 3 of the following character group requirements:
 - ✔ Must contain at least 1 uppercase letter
 - ✔ Must contain at least 1 lowercase letter
 - ⊖ Must contain at least 1 digit
 - ✔ Must contain at least 1 special character
 - ⊖ Must contain at least 1 Unicode character
- ✔ Must not contain your username
- ⚠ Must not repeat any of your previous 3 passwords

Finish

Click Finish then close the window. Your password has been reset.



Password Reset

Password reset complete

Your password has been successfully reset. You may now close this window.