

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”



myBSU

myBSU

Student Links

- Bulldog Connection
- Student Email
- Blackboard
- Student Password Reset

Faculty/Staff Links

- PeopleSoft Faculty/Staff Login
- PeopleSoft Financials Login
- Faculty/Staff Email
- Faculty/Staff Password Reset

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STEP 4:

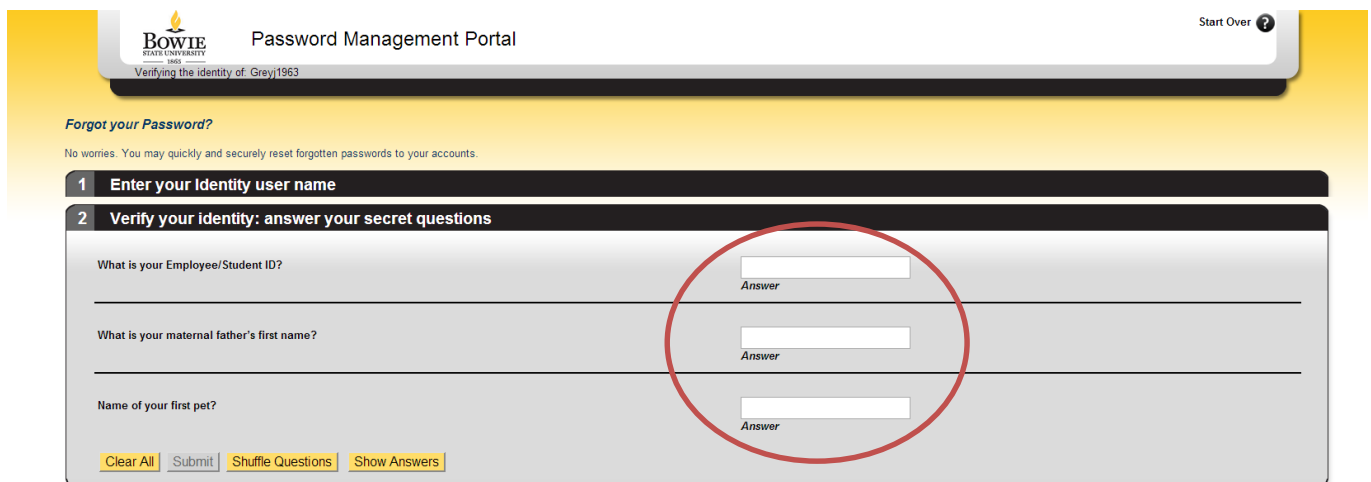
This is the BSU Password Management Portal. Type in your "User ID". Your user id is normally everything that is before the @ symbol of your email address (i.e. **doej2014@bowiestate.edu**). After entering your User ID, click the submit button.



The screenshot shows the "Password Management Portal" header with the Bowie State University logo (1865). Below the header, the text "Forgot your Password?" is followed by "No worries. You may quickly and securely reset forgotten passwords to your accounts." A progress bar indicates "1 Enter your Identity user name". The main form area contains a "User ID:" label, a text input field, and a "Submit" button. A red oval highlights the input field and 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.



The screenshot shows the "Password Management Portal" header with the Bowie State University logo (1865) and the text "Verifying the identity of: Greyj1963". A "Start Over ?" link is in the top right. Below the header, the text "Forgot your Password?" is followed by "No worries. You may quickly and securely reset forgotten passwords to your accounts." A progress bar indicates "2 Verify your identity: answer your secret questions". The main form area contains three questions, each with an "Answer" input field: "What is your Employee/Student ID?", "What is your maternal father's first name?", and "Name of your first pet?". A red oval highlights the three input fields. At the bottom, there are buttons for "Clear All", "Submit", "Shuffle Questions", and "Show Answers".

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STEP 6:

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



The screenshot shows the Bowie State University Password Management Portal. At the top left is the university logo with the text "BOWIE STATE UNIVERSITY 1865" and "Welcome, Jean Grey". The main heading is "Password Management Portal". Below this is a yellow banner with the text "Forgot your Password?" and "No worries. You may quickly and securely reset forgotten passwords to your accounts." The main content area is a grey box with three numbered steps: 1. Enter your Identity user name, 2. Verify your identity: answer your secret questions, and 3. Manage your secret questions or reset your password. Under step 3, there are two radio button options: "Reset my password" (which is selected) and "Configure my secret questions". A yellow "Next" button is located at the bottom left of the grey box.

**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.

BOWIE STATE UNIVERSITY Password Management Portal
Welcome, Jean Grey

start Over

Forgot your Password?
No worries. You may quickly and securely reset forgotten passwords to your accounts.

- 1 Enter your Identity user name
- 2 Verify your identity: answer your secret questions
- 3 Manage your secret questions or reset your password
- 4 Account (or "account group") for password reset

You may use the same password for multiple accounts and account groups if it does not violate password rules.

| Application/Group | Account | Password Rules | Last Reset On | Reset password Before |
|-------------------|---------|----------------|---------------|-----------------------|
| My Applications | | | | |
| 1 Total | | | | |

- 5 Create a new password

New Password:

Re-type Password:

| Password Rules | My Applications Greyj1963 |
|---|------------------------------|
| Length: Minimum | 8 |
| Length: Maximum | 128 |
| Letters: Minimum | 4 |
| Requires mixed case | Yes |
| Letters: Minimum upper case | 1 |
| Letters: Minimum lower case | 1 |
| Numbers: Minimum | 1 |
| User name: Disallow contain | Yes |
| User name: Disallow reverse or circular shift | Yes |
| Identity User ID: Disallow contain | Yes |
| Disallow Password Reuse | Yes |

***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:

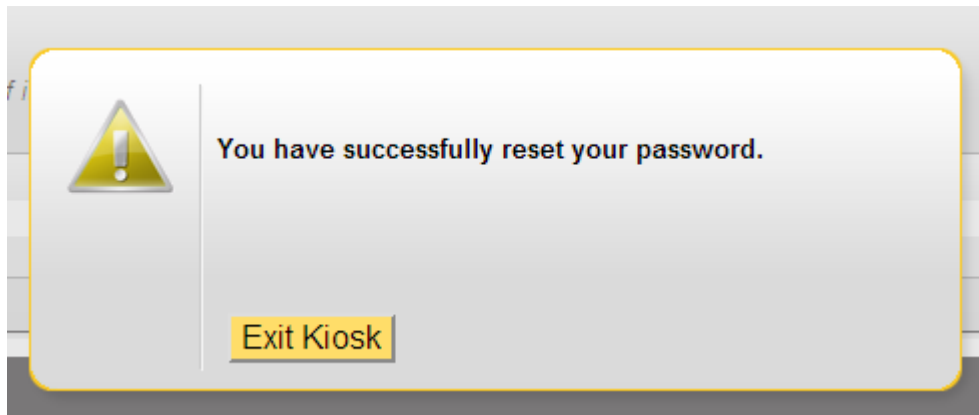
Enter your new password and click Submit.



The screenshot shows a web form titled "6 Create a new password". It contains two text input fields: "New Password:" and "Re-type Password:". Below the fields are two buttons: "Clear All" and "Submit".

STEP 8: CONGRATULATIONS!!

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



*****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.