

# Reset Password using Secret Questions

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This document was created to assist if you forgot your password and need to reset it. **Please be advised BSU has adopted the **Multiple Sign-on (MSO)** functionality. When a student changes their password through the password portal the password chosen will allow access to multiple software systems. This function will allow students to use the same password to authenticate the following systems: **Blackboard, Bulldog and Student Email (Office 365)****

**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](http://www.bowiestate.edu).



The screenshot shows the top portion of the Bowie State University website. At the top right, there is a navigation bar with links for myBSU, Campus Map, Visit Us, Library, Directory, Give, Search, and Quick Links. Below this is a yellow header with the Bowie State University logo (1865) and a secondary navigation menu with links for PROSPECTIVE STUDENTS, CURRENT STUDENTS, FACULTY + STAFF, and ALUMNI + FRIENDS. A black navigation bar contains links for ABOUT, ADMISSIONS & FINANCIAL AID, ACADEMICS & RESEARCH, CAMPUS LIFE, ATHLETICS, and ALUMNI. The main content area features a large image of three students in lab coats, with a text overlay that reads "Biology Student Finds Passion in Biomedical Research" and a "Learn More" link. To the right of this image is a dark box with the text "Get latest updates on the 2014 CIAA Tournament". Below the main image is a "Recent News" section with a date of Jan 8, 2014, and the headline "Bowie State Production Heads to Regional Competition". To the right of the news section are two yellow boxes: "Apply Now" with links for Undergraduate, Graduate, and Apply Online; and "Make A Gift" with links for Donate Online and Giving. At the bottom right of the news section is a "Student Health Insurance" link.

## STEP 2:

At the very top of the page click on myBSU.

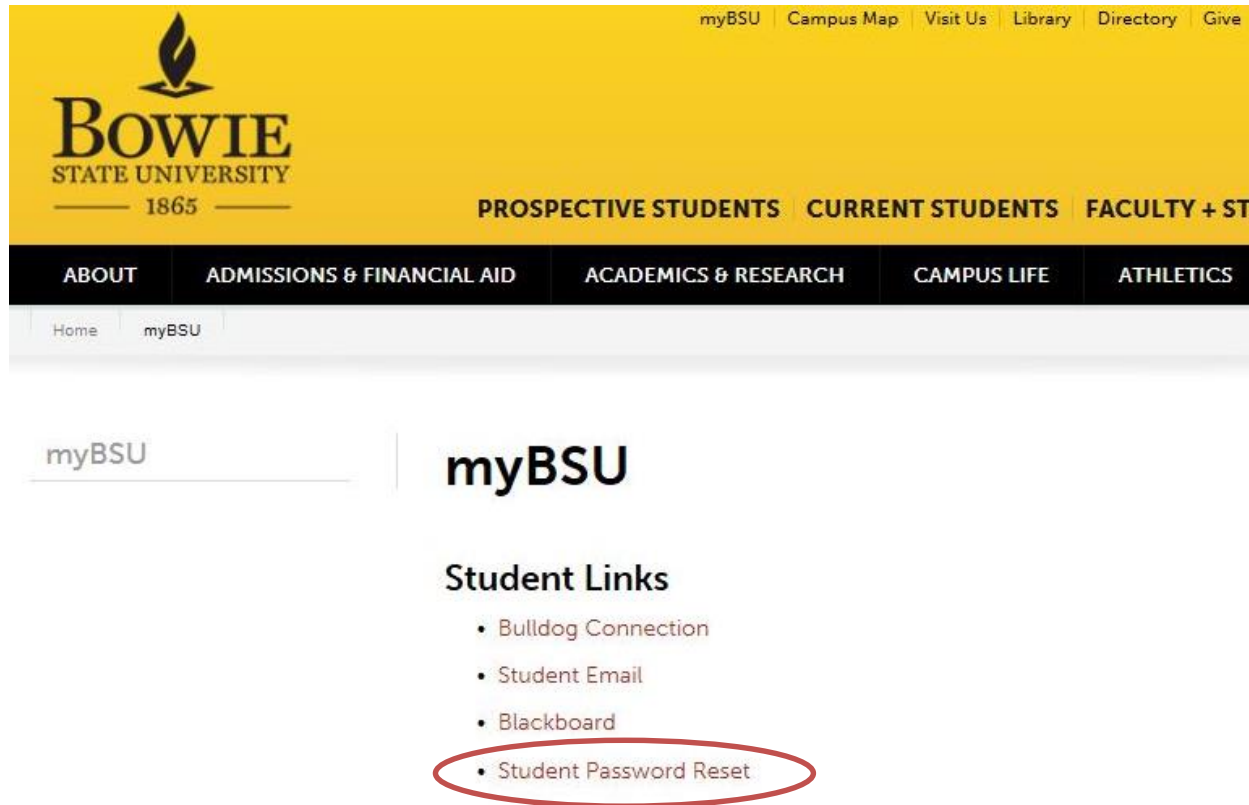


This is a close-up screenshot of the top navigation bar of the Bowie State University website. The "myBSU" link is circled in red. Other links in the bar include Campus Map, Visit Us, Library, Directory, Give, Search, and Quick Links. Below the navigation bar is the yellow header with the Bowie State University logo and the secondary navigation menu with links for PROSPECTIVE STUDENTS, CURRENT STUDENTS, FACULTY + STAFF, and ALUMNI + FRIENDS. At the bottom is a black navigation bar with links for ABOUT, ADMISSIONS & FINANCIAL AID, ACADEMICS & RESEARCH, CAMPUS LIFE, ATHLETICS, and ALUMNI.

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## STEP 3:

Under “Student Links” click on “Student Password Reset”



The screenshot shows the top navigation bar of the Bowie State University website. The header includes the university logo and name, the year 1865, and navigation links for myBSU, Campus Map, Visit Us, Library, Directory, and Give. Below the header is a secondary navigation bar with links for PROSPECTIVE STUDENTS, CURRENT STUDENTS, and FACULTY + ST. A third navigation bar contains links for ABOUT, ADMISSIONS & FINANCIAL AID, ACADEMICS & RESEARCH, CAMPUS LIFE, and ATHLETICS. Below this is a breadcrumb trail with Home and myBSU. The main content area features the myBSU logo and a section titled "Student Links" with a bulleted list: Bulldog Connection, Student Email, Blackboard, and Student Password Reset. The "Student Password Reset" link is circled in red.

## 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@students-bowiestate.edu](mailto:doej2014@students-bowiestate.edu)). After entering your User ID, click the submit button.



The screenshot shows the Password Management Portal interface. It features the Bowie State University logo and the title "Password Management Portal". Below the title is a section titled "Forgot your Password?" with the text "No worries. You may quickly and securely reset forgotten passwords to your accounts." The main content area is a dark grey box with a white header that says "1 Enter your Identity user name". Below the header is a form with a "User ID:" label, a text input field, and a "Submit" button. The input field and button are circled in red.

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## 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' interface. At the top left is the Bowie State University logo and the text 'BOWIE STATE UNIVERSITY 1865'. To the right of the logo is the title 'Password Management Portal' and a 'Start Over ?' link. Below the header, there is a section titled 'Forgot your Password?' with a sub-message: 'No worries. You may quickly and securely reset forgotten passwords to your accounts.' The main content area is divided into two steps: '1 Enter your Identity user name' and '2 Verify your identity: answer your secret questions'. Step 2 is active and contains three questions with corresponding input fields: 'What is your Employee/Student ID?', 'What is your maternal father's first name?', and 'Name of your first pet?'. Each question has an 'Answer' label below the input field. A red circle highlights the input fields for the first two questions. At the bottom of the form are four buttons: 'Clear All', 'Submit', 'Shuffle Questions', and 'Show Answers'.

## STEP 6:

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

The screenshot shows the 'Password Management Portal' interface. At the top left is the Bowie State University logo and the text 'BOWIE STATE UNIVERSITY 1865'. To the right of the logo is the title 'Password Management Portal' and a 'Welcome, Jean Grey' message. Below the header, there is a section titled 'Forgot your Password?' with a sub-message: 'No worries. You may quickly and securely reset forgotten passwords to your accounts.' The main content area is divided into three 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'. Step 3 is active and contains two radio button options: 'Reset my password' (which is selected) and 'Configure my secret questions'. Below the options is a 'Next' button.

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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:**

### IMPORTANT: PASSWORD 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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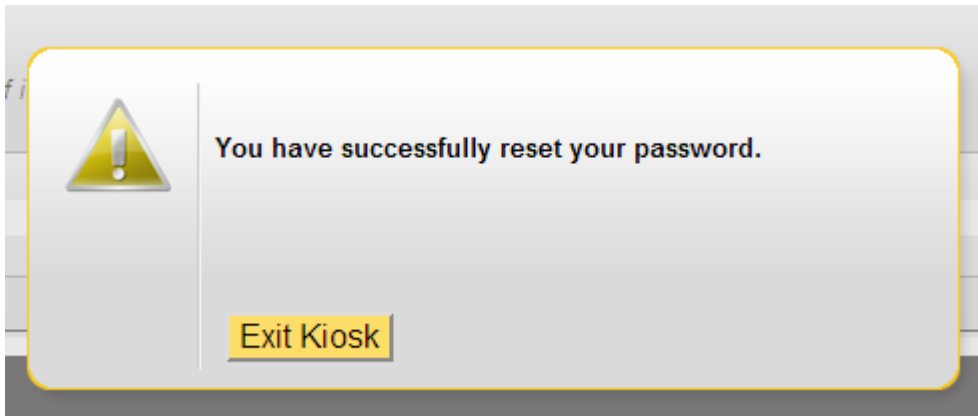
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## Complete Step 7:

Enter your new password and click 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](mailto:Helpdesk@bowiestate.edu).