

Password Reset

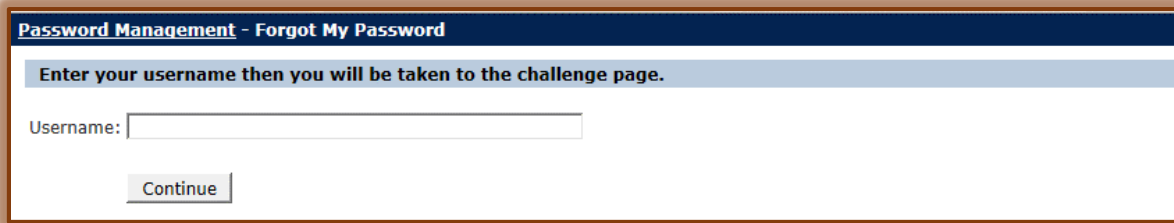
FORGOT PASSWORD

- Open the **My Siena** page in your browser.
- Click the **Forgot My Password** link on the right side of the **My Siena** page.



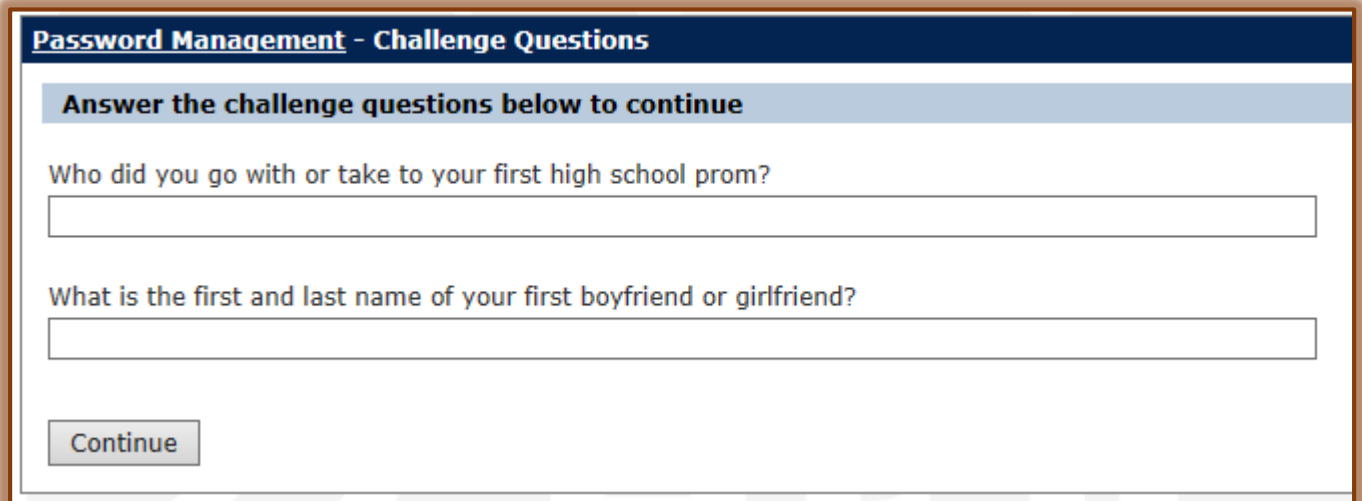
A screenshot of a web page showing a dark blue header with the text "Password Management" in white. Below the header is a white box containing a blue underlined link that says "Forgot My Password".

- The **Password Management-Forgot My Password** page will display.



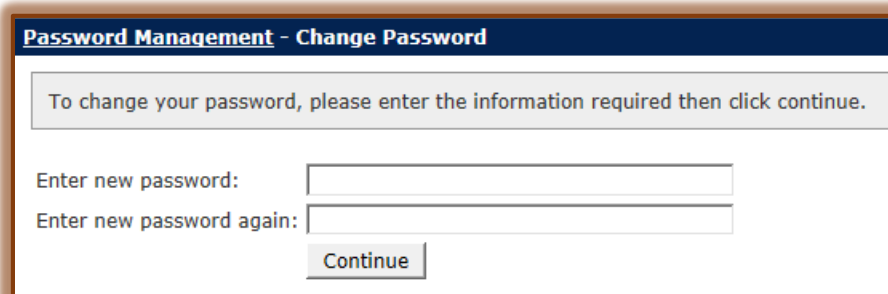
A screenshot of a web page with a dark blue header that reads "Password Management - Forgot My Password". Below the header is a light blue banner with the text "Enter your username then you will be taken to the challenge page." Underneath the banner is a text input field labeled "Username:" and a "Continue" button.

- In the **Username** box, type your username such as jsmith.
- Click the **Continue** button.
- The **Password Management-Challenge Questions** window will display.



A screenshot of a web page with a dark blue header that reads "Password Management - Challenge Questions". Below the header is a light blue banner with the text "Answer the challenge questions below to continue". There are two text input fields with the following questions: "Who did you go with or take to your first high school prom?" and "What is the first and last name of your first boyfriend or girlfriend?". At the bottom left is a "Continue" button.

- Input your answers for the questions.
- Click **Continue**.
- The **Password Management-Change Password** window will display.



A screenshot of a web page with a dark blue header that reads "Password Management - Change Password". Below the header is a light blue banner with the text "To change your password, please enter the information required then click continue." There are two text input fields: "Enter new password:" and "Enter new password again:". At the bottom right is a "Continue" button.

- Input a new password.

- ☞ Confirm the password.
- ☞ Click the **Continue** button to reset the password.

CHANGE CHALLENGE QUESTIONS AND ANSWERS

- ☞ Log into **My Siena**.
- ☞ Click the **Change Challenge Questions and Answers** link under the **My Tools** area.

- ☞ The **Password Management-Modify Challenge Questions** window will display.
- ☞ Click the dropdown arrows to select a question.
- ☞ Input your answers for the questions.
- ☞ Click **Continue**.
- ☞ A message will appear stating the questions have been changed.

CHANGE PASSWORD

- ☞ Log into **My Siena**.
- ☞ Click the **Change Password** under the **My Tools** area.
- ☞ The **Password Management-Change Password** window will display.

- ☞ Input your **Old Password**.
- ☞ Enter the **New Password** twice.
- ☞ Click the **Continue** button to change the password.