

# 24/7 Self-Service for Passwords

## Register for Self-Service

1. Log in to the SUCloud
2. For brand new users, you will see the Account Agreement and you must check the “I Agree” option before proceeding
3. At the prompt, enter an external e-mail address
4. Submit by clicking “Update Configuration”
5. You will be prompted to enter your Single Sign-On password

**Registration can be (and should be) done as soon as possible to provide the best opportunity for account access if you ever forget your password.**

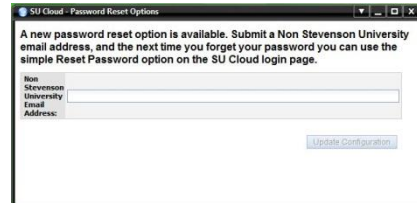


Figure 1: Entering an External Address

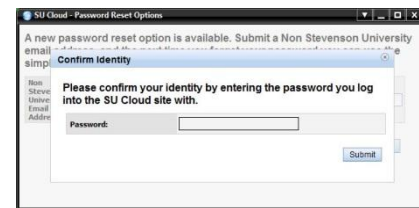


Figure 2: Confirm with Single Sign-On Password

## Use the Self-Service Reset Option

1. Go to the SUCloud login page
2. Just below the login fields, click the “Click here if you have forgotten your password” option
3. Enter your single sign-on username
4. Click Next
5. An e-mail will be sent to your e-mail on file
6. If there is no e-mail on file a large “Error Page” will display
7. You will have 30 minutes to access the external e-mail account and click the link to be taken to a password reset screen

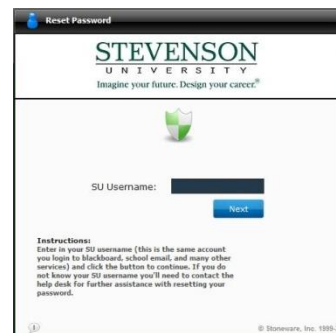


Figure 3: Enter Username to Generate Reset E-mail

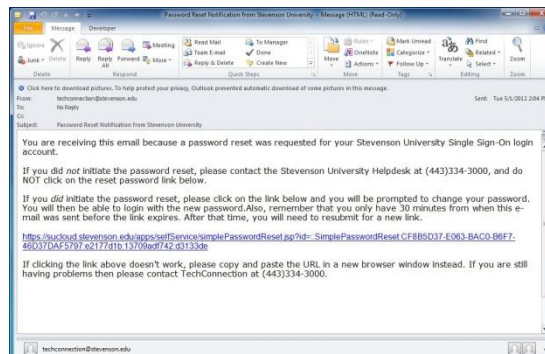


Figure 4: The Reset E-Mail