

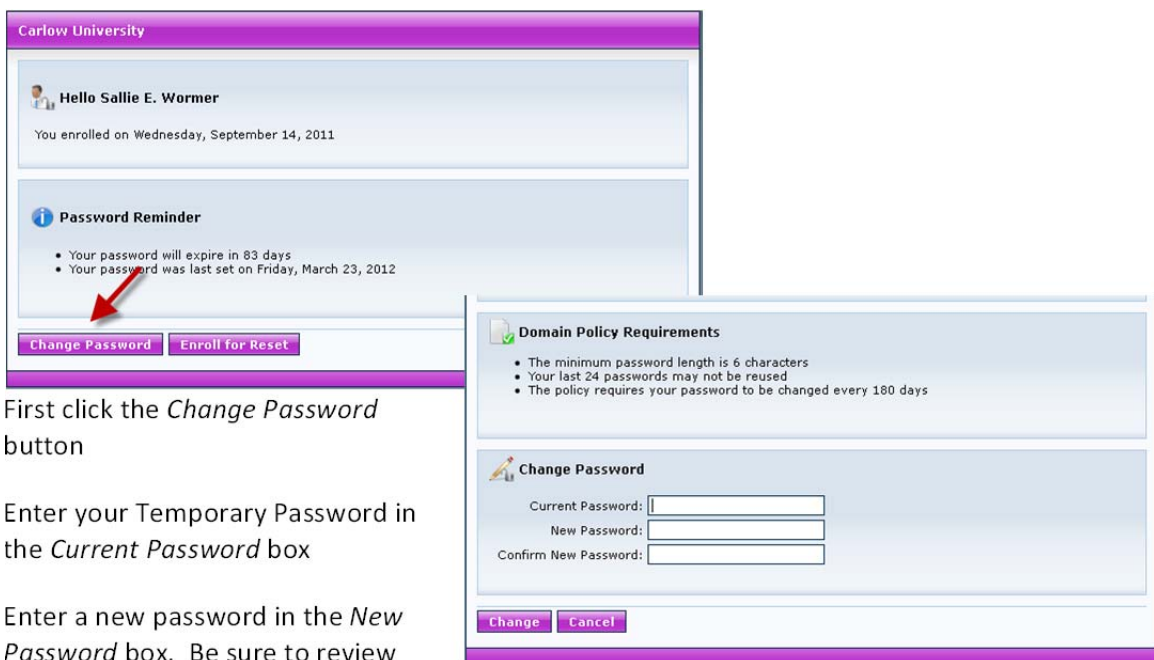
Changing Password and Enrolling in Password Recovery • New Student Reference Guide

All new students are assigned temporary passwords. Your temporary password will be either your birthdate (MMDDYY format) **OR** your 7 Digit Carlow ID Number (0NNNNNN format). In order to **keep your confidential information secure** while providing access to the information and resources you need to be a successful student, you will need to change this password to one that only you know before you can access any other Carlow technology resources.

Because managing passwords can be challenging, Carlow also provides a secure way to reset your own password if you forget it without having to log a support call with the IT Help Desk. Be sure to follow all the directions below to complete the process of setting up your account and enrolling in Password Recovery.

1) Change your Temporary Password

- a) Go to: <http://mypassword.carlow.edu>
- b) Login using your Carlow username and your Temporary Password (these are in the email you received soon after you were admitted)



c) First click the *Change Password* button

d) Enter your Temporary Password in the *Current Password* box

e) Enter a new password in the *New Password* box. Be sure to review the policy requirements at the top of the page when choosing a password.

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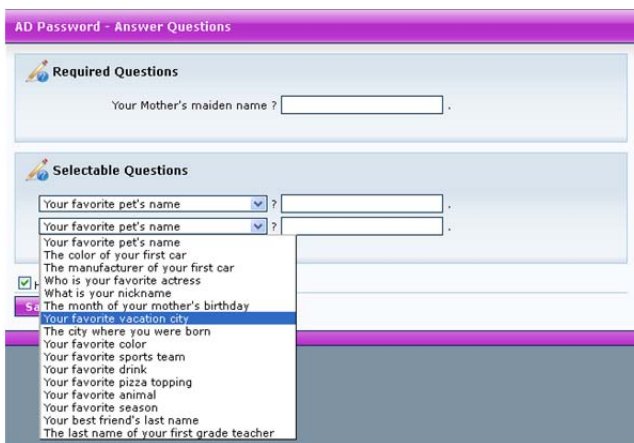
- f) Enter your new password again in the *Confirm New Password* box and click Change. *Your password has been successfully changed* will appear.
- g) Be sure to note the new password (you will need to use it continually as a Carlow student!) and continue on to **Step 2: Enroll in Password Recovery**.

2) **Enroll in Password Recovery.**

- a) Click the *Enroll for Reset* button



- b) Answer all three personal questions and remember your answers! You can choose two of the questions in the selectable questions section through the drop down menu.



- c) Click *Save*. A confirmation that you have enrolled in password recovery will appear.

Do you need help with your password?

Contact the Carlow Help Desk (available 24/7):
1 866-767-9509