Enrollment in Self-Service Password Reset Manager

When you log onto your computer after the password reset software has been installed, you will be directed to the SSPRM Enrollment Wizard.

1. Click the next button on the welcome screen

2. Click the drop down arrow to view a list of questions (to complete the process, you will select a total of 5 questions)

3. Select any question

4. Enter and confirm the answer

5. Click next

6. Repeat steps 3-5 until you have selected 5 questions.

7. Once you select and provide answers for the 5th question, click the finish button

Once the process is complete, you will see a ‘forgot password button’ at the bottom of the windows log on screen, it is not necessary for you to use this button unless you forget your password.
How to Reset your Password

1. Click the “Forgot my password” button on the Windows login screen

![Login Screen]

2. You will be prompted to answer 3 questions out of the 5 you previously selected

3. Verify your answers are correct and click next

![Password Questions]

4. Enter and confirm the new password

![New Password]

5. Click Finish

Note: If you incorrectly answer the 3 questions you will be locked out and unable to reset your password. If this happens, please contact the IT Call Center at x2-7548.