

8 Easy Steps to Self-Service Password Maintenance

1. Access the web application

The [myPassword software](#) is a web based application which can be accessed from almost any Internet enabled device. A link to the application is included on the home page of the SPARCC website. Upon entering the application, you will be presented with a menu of choices. The four options include Change my Password, Reset my Password, Unlock my Account and Edit my Profile. Once your account is created, your first task is to change your password. Click on the Change my Password link to begin this operation.



2. Enter your user name and password

The application will display a screen including a text box for User Name, a drop down box for Domain and a Logon button. You should enter the user name of your account in the User Name text box and your current password in the Password text box. By default, the Domain is set to PRIVATE and is the only option in the drop down box. Once the user name and password have been entered, click on the Logon button to proceed to the next screen.



3. Enter a new password for your account

The application will display a screen with two sections and several text boxes. By default, the Generate Password option is set on and you can accept the generated password by clicking on the Generate Password button. Alternatively you may enter a password by clicking on the Enter button and entering the new password in the Password and Confirm text boxes. Please note that the password must be a minimum of 8 characters and contain a mix of uppercase letters, lowercase letters and numbers. Once this is entered, click on the Reset Password button to complete the change.



4. Verify the password modification

Once you complete the steps listed above, the application will display a screen indicating that the routine was successful. Click on the Return to Main Menu now button to perform additional tasks within the application.



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5. Edit your profile

After changing your password, your next step is to set your profile. Completing this task enables you to reset your password even if you forget it at some future time. You will be asked to provide answers to several challenge questions. If you forget your password, simple enter the answers to your challenge questions to enable the reset of your password. Click on the Edit my Profile link to begin this operation



6. Enter the answers to your challenge questions

The application will display a screen listing three questions and accompanying answers. The first two questions are listed in a drop down and you may choose the questions you wish to answer. The third question is open ended and you may enter a question of your choosing. Enter the answers to the questions you choose and click on the Update button to continue.



7. Verify your Profile

Once you complete the steps as detailed above, the application will display a screen indicating that the routine was successful. Click on the Return to Main Menu now button to exit the application.



8. Exit the Application

You have completed the steps to enable self-service management of your account. Please note that passwords are set to expire periodically. Prior to this expiration, you should receive an e-mail message with an alert. Once you receive this message, use the myPassword application to change your password.

