

## University of Mary Self-Service Password Reset

### Steps to Unlock Account or Reset Password after you have registered

1. In a web browser, navigate to: <https://access.umary.edu/>, select **Reset Password** or **Unlock Account**.

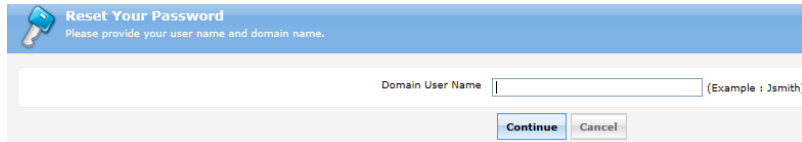


**Reset Password**  
Reset your forgotten password

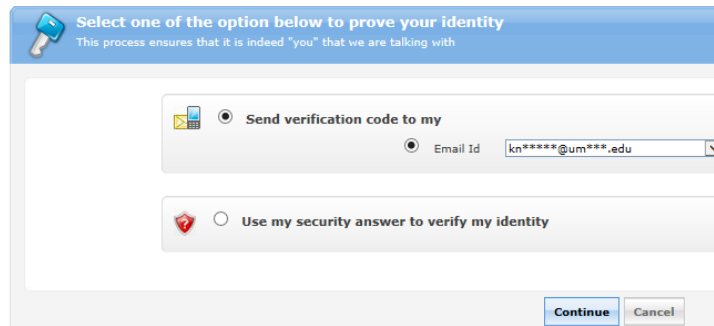


**Unlock Account**  
Unlock your locked out account

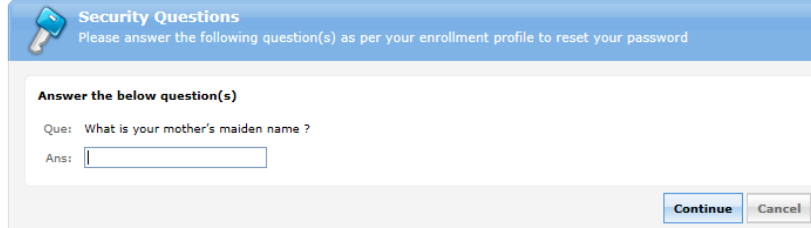
2. Enter your email address where prompted. Example: Jsmith@umary.edu

A screenshot of the 'Reset Your Password' form. The form has a blue header with a key icon and the text 'Reset Your Password' and 'Please provide your user name and domain name.' Below the header is a text input field labeled 'Domain User Name' with a placeholder '(Example : Jsmith)'. At the bottom of the form are two buttons: 'Continue' and 'Cancel'.

3. Select a verification option (security questions, email verification code, or mobile authenticator). Click continue.

A screenshot of the 'Select one of the option below to prove your identity' form. The form has a blue header with a key icon and the text 'Select one of the option below to prove your identity' and 'This process ensures that it is indeed "you" that we are talking with'. Below the header are two radio button options. The first option is 'Send verification code to my' with a sub-option 'Email Id' and a dropdown menu showing 'kn\*\*\*\*\*@um\*\*\*.edu'. The second option is 'Use my security answer to verify my identity'. At the bottom of the form are two buttons: 'Continue' and 'Cancel'.

4. Provide the information required for the verification option you selected.

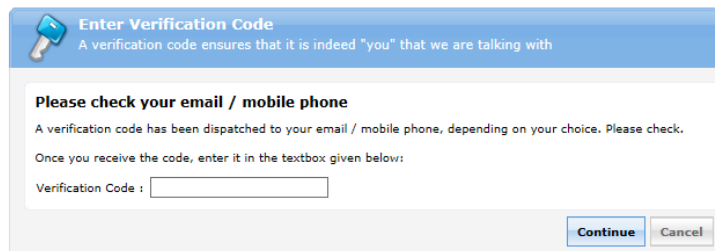


**Security Questions**  
Please answer the following question(s) as per your enrollment profile to reset your password

**Answer the below question(s)**

Que: What is your mother's maiden name ?

Ans:

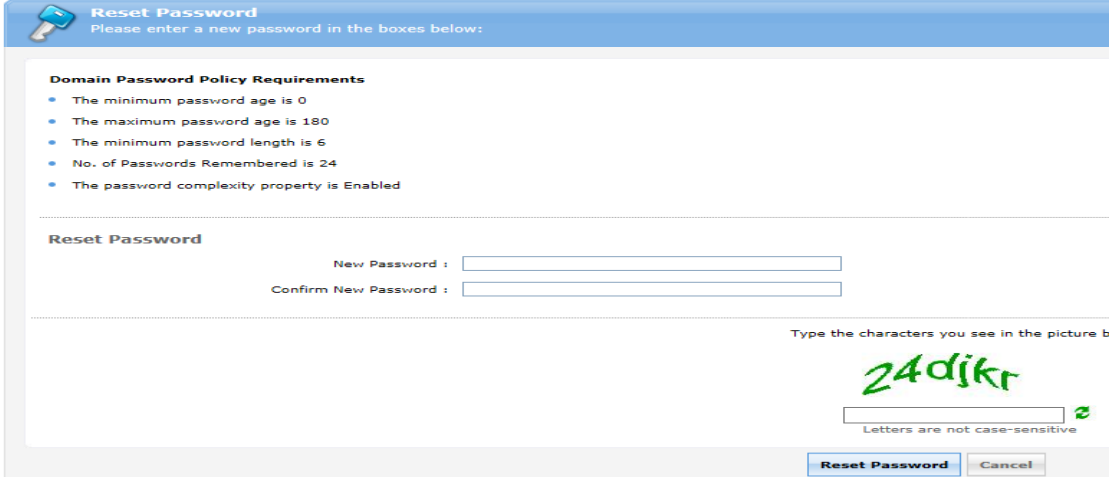


**Enter Verification Code**  
A verification code ensures that it is indeed "you" that we are talking with

**Please check your email / mobile phone**  
A verification code has been dispatched to your email / mobile phone, depending on your choice. Please check.  
Once you receive the code, enter it in the textbox given below:

Verification Code :

5. Enter your new password. Password complexity requirements are listed at the top of the page. Select the 'Reset Password' button and the password change will be applied to your account.



**Reset Password**  
Please enter a new password in the boxes below:

**Domain Password Policy Requirements**


- The minimum password age is 0
- The maximum password age is 180
- The minimum password length is 6
- No. of Passwords Remembered is 24
- The password complexity property is Enabled

**Reset Password**

New Password :

Confirm New Password :

Type the characters you see in the picture b



Letters are not case-sensitive

**For additional information or assistance, contact the OIT Help Desk:**

**Toll-Free 877.736.2577    Local: 701.355.3711    On-campus #8898**

**IT-Support Portal: <https://my.umary.edu/support>    Email: [helpdesk@umary.edu](mailto:helpdesk@umary.edu)**

**Walk-in Service Desk: 7:00 a.m. – 7:00 p.m. ~ Benedictine Center, Lower Level**