HOW TO RESET YOUR PASSWORD ON OR OFF CAMPUS

You can reset a forgotten password on or off campus providing you have enrolled for the Password Manager. Instructions for enrolling for the Password Manager can be found in the Your Password page on the Information Security section of the Information Services – IT intranet pages.

To reset a forgotten password off campus:

1. Go to https://password.napier.ac.uk/:

2. Click Reset my Password. The following screen will appear:
3. Enter your **username / login ID** in the space provided and click **Next**. The following screen will appear:

4. **Answer the question** and click **Next**. Please note: as you type your answer the text will be shown as dots but if you want to see what you are typing you can click on the Show characters checkbox.

5. Follow the on screen instructions to **answer the other 2 secret questions** and click **Next**. The Password Reset screen will appear:

6. Enter your **New Password**.

   Your new password:
   - Must contain at least 7 characters
   - Must not contain for than 16 characters
   - Must contain at least 1 letter
- Must contain at least 1 digit (number)
- Must not contain your username
- Must be different from your previous password

As you type your new password you will see the icons next to the password requirements change. If your new password meets all the requirements then you will see a series of green ticks next to the requirements (see example below):

7. In the Confirm new password field **re-enter your new password**.
8. Click Finish. You will see a screen confirming that your password has been reset:

You will also receive an email into your Edinburgh Napier University email account.
To reset a forgotten password on campus:

1. From the workstation press **Ctrl, Alt, Del**.
   - Click **Switch User**:
   - Click **Reset Password**:

2. The **Password Manager** will open:
3. Follow the on screen instructions to **reset your password** (refer to steps 2 to 7 in the “reset a forgotten password off campus” section above).

4. At the Password Reset Successful screen click **Close**.

5. You can now login to the workstation using your **username / login ID** and **new Password**.

   You will be taken back to the switch user screen. Click **Other User** and then enter your login ID and new password:

   ![Click Other User](image-url)