



# IT SERVICE DESK

## Password Reset Documentation

The password reset function has been setup to allow users the ability to reset their own passwords and unlock their accounts when not on campus. The link below can be bookmarked by users but should not be posted or shared with non-St. Francis College employees or students.

<https://servicedesk.sfc.edu:8443/footprints/servicedesk/passwordreset/request/external>

You can also find the link to reset your password in the following areas;

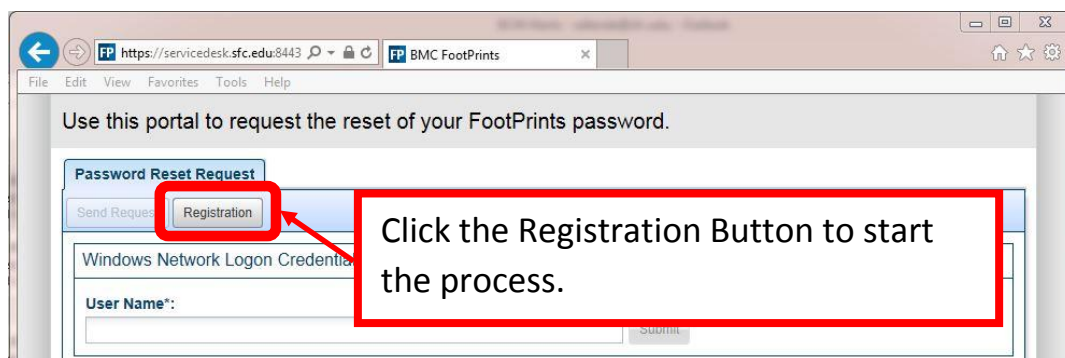
- On the main SFC.EDU webpage, under “Quick Links”, click the link “Password Reset.”
- On the failed sign on page when attempting to log on to the portal.
- On the Self Service Portal, under “Welcome”, select the Active Directory Password Reset from the drop down.
- On the SFC Portal Quick Launch as a button called “Password Reset.”

### Registration

In order to be able to use the user password reset option, all users will first need to register their account and answers to the challenge questions with the system. The link below will take you to the registration page. You can use any browser to connect to the website.

<https://servicedesk.sfc.edu:8443/footprints/servicedesk/passwordreset/request/external>

Click on Registration to begin.



Complete the registration process by;

1. Entering your username and password.
2. Selecting three questions and corresponding answers. **\*Answers are case sensitive\***
3. Provide a secondary email account and confirm it to be able to get the reset link sent to your personal account. **\*Do not use your @sfc.edu account\***
4. Click Submit when done.

The screenshot shows a web browser window with the URL <https://servicedesk.sfc.edu:8443> and the page title "BMC FootPrints". The page content includes a navigation bar with "Password Reset Request" and "Password Reset Registration" tabs. A "Submit" button is highlighted with a red box and an arrow pointing to it from a text box that says "Click Submit when completely done." Below this are three sections: "Windows Network Login Credentials" with "User Name\*" and "Password\*" fields; "Security Questions" with three question-answer pairs, each with a dropdown menu and a text input field; and "Email Address" with "Email Address\*" and "Confirm Email Address\*" fields. Red arrows point from text boxes to the User Name, Password, and Email Address fields. A large red box on the right side of the Security Questions section contains the text: "Answer the challenge questions and confirm your answer. The drop down gives you additional options for questions. You must answer three questions but can choose different options by clicking the dropdown arrow on the page. \*Answers are case sensitive\*".

You will get a confirmation when completed. Press Close to be brought back to the password reset page.

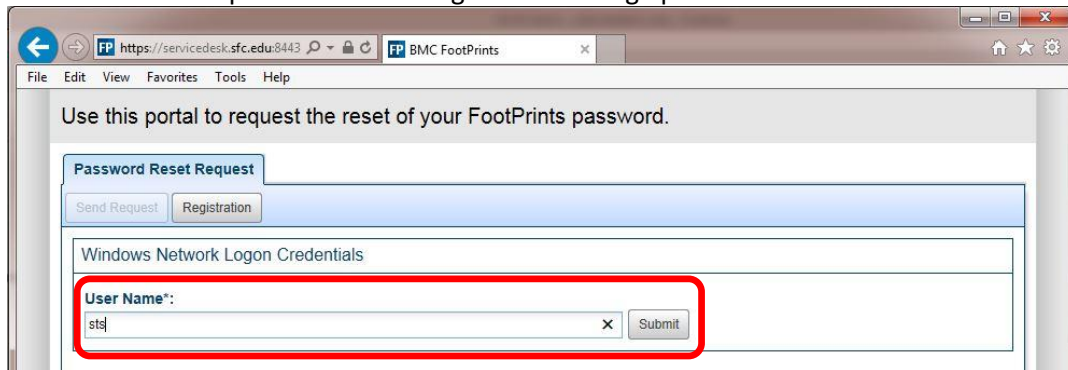


### Changing your password

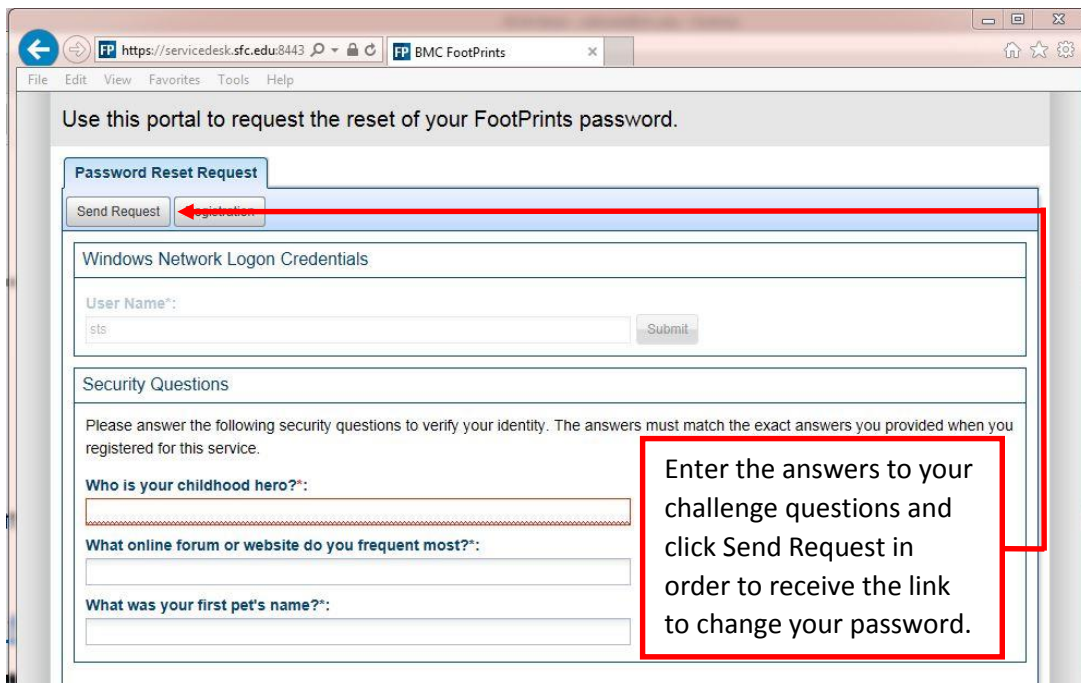
If you do not remember your password or your password has expired and need to reset it, use the link below.

<https://servicedesk.sfc.edu:8443/footprints/servicedesk/passwordreset/request/external>

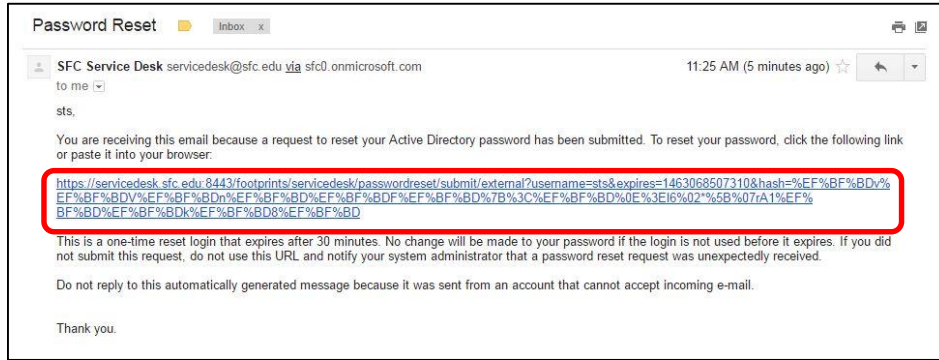
Enter your username and press Submit to begin the challenge process.



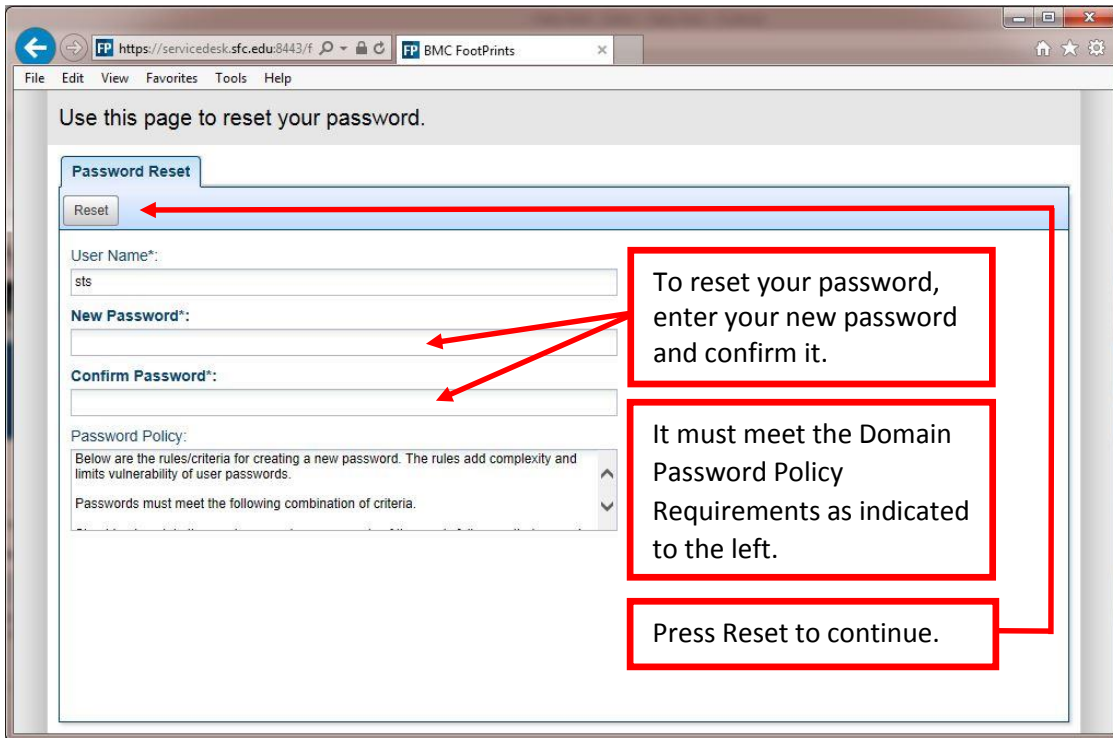
Challenge questions are those you answered during the registration process. Your responses must match **exactly** to verify your identity. Click Send Request to receive an email with the reset link.



Check the personal email account you indicated for the email with the password link. Click the link in the message to be brought to the page to reset your password.



Enter your new password and then enter it again to confirm it. Click Reset in order to change your password.



If successful you will get a confirmation and you can Close the page, if not please try again.

Changing your challenge questions and secondary email entry

If you wish to change your challenge questions or the secondary email account, you can do so by using the link below and select Registration. You will be prompted to enter your username and password. Fill out the form again to reselect and your question and provide new answers. You will have to indicate a personal account to use for the reset link email.

<https://servicedesk.sfc.edu:8443/footprints/servicedesk/passwordreset/request/external>