



## IT SERVICE DESK

CLICK ON ONE OF THE FOLLOWING OPTIONS:

- [I'VE FORGOTTEN MY PASSWORD OR MY PASSWORD EXPIRED AND NEED TO RESET IT](#)
- [I'D LIKE TO CHANGE MY PASSWORD BEFORE IT EXPIRES](#)
- [I NEED TO ENROLL IN THE SFC PASSWORD RESET SERVICE](#)

Specops uReset allows users the ability to enroll, reset, and change their password whether they're on campus or off campus. This service is available 24/7 and can be used anywhere, without having to contact the Service Desk. Before a user can reset or change their password, they must enroll in uReset.

To complete your enrollment, you will need to collect a minimum of 4 stars by selecting and providing the appropriate information for the available identity services.

Examples of the various identity services are your mobile number, Facebook, Google, LinkedIn, Twitter, and Specops Authenticator.

## ENROLLING IN SFC PASSWORD RESET SERVICE

In order to be able to use the SFC Password Reset Service, all users will first need to register their account and answers to the challenge questions.

**In order to register click on the link below:**

[Click here to Enroll in Password Reset Service](#)

Fill out enough information in order to reach **4** stars.



Mobile Code, Questions, and Specops Authenticator are worth **2** stars each.

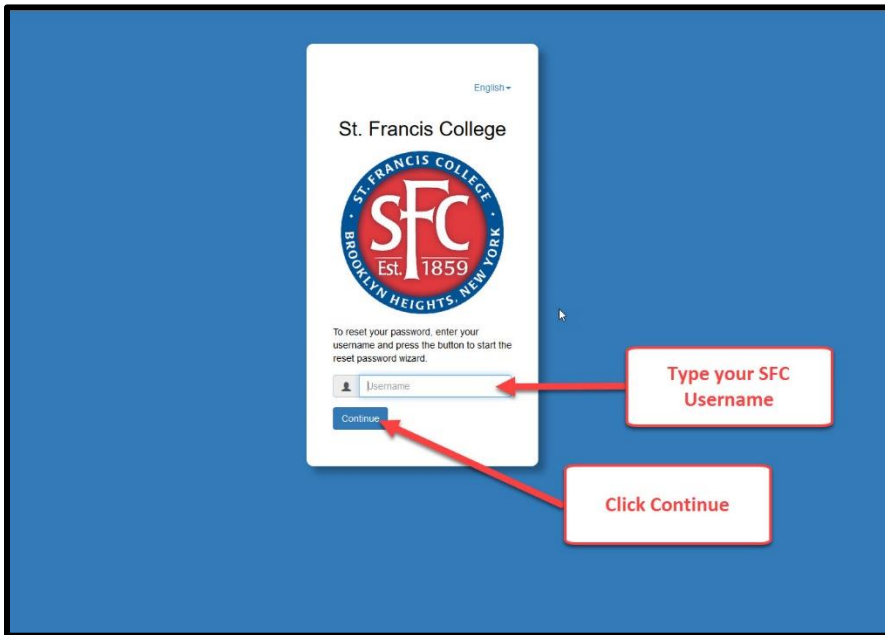
Facebook, Google, LinkedIn, Twitter, and Yahoo are worth **1** star each.

**(See chart below)**




## RESETTING YOUR PASSWORD

Use this link if you do not remember your password or your password has expired and you need to reset it:  
[Click Here to Reset Your Password using the SFC Password Reset Service](#)



English ▾

St. Francis College



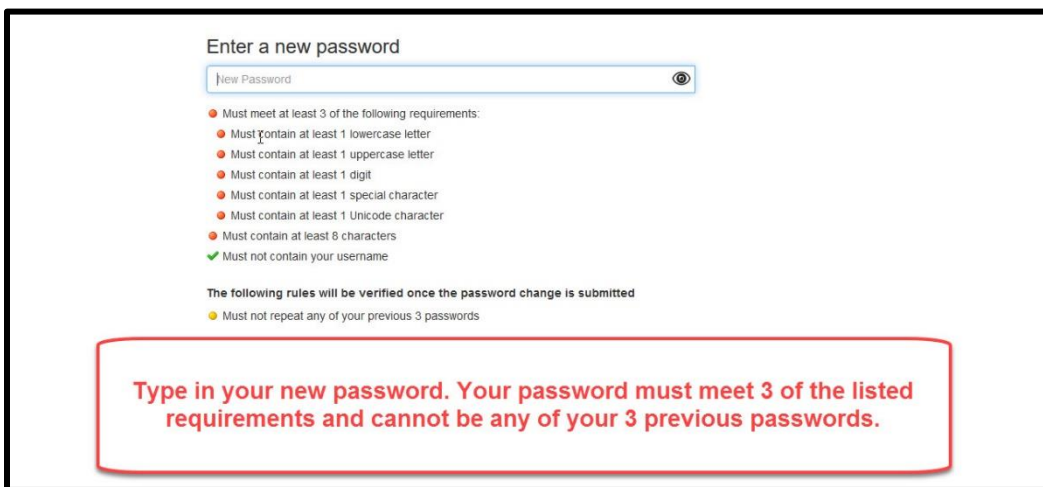
To reset your password, enter your username and press the button to start the reset password wizard.

Username

Continue

Type your SFC Username

Click Continue



Enter a new password

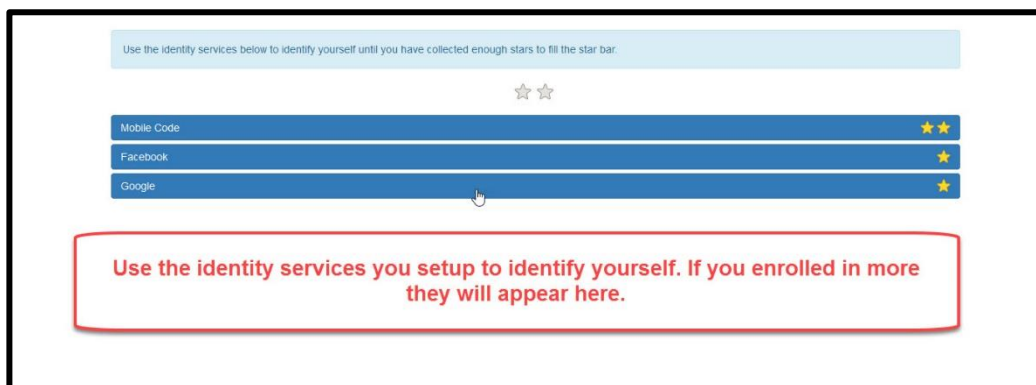
New Password

- Must meet at least 3 of the following requirements:
- Must contain at least 1 lowercase letter
- Must contain at least 1 uppercase letter
- Must contain at least 1 digit
- Must contain at least 1 special character
- Must contain at least 1 Unicode character
- Must contain at least 8 characters
- ✔ Must not contain your username

The following rules will be verified once the password change is submitted

- Must not repeat any of your previous 3 passwords

Type in your new password. Your password must meet 3 of the listed requirements and cannot be any of your 3 previous passwords.



Use the identity services below to identify yourself until you have collected enough stars to fill the star bar.

☆☆

Mobile Code ★★

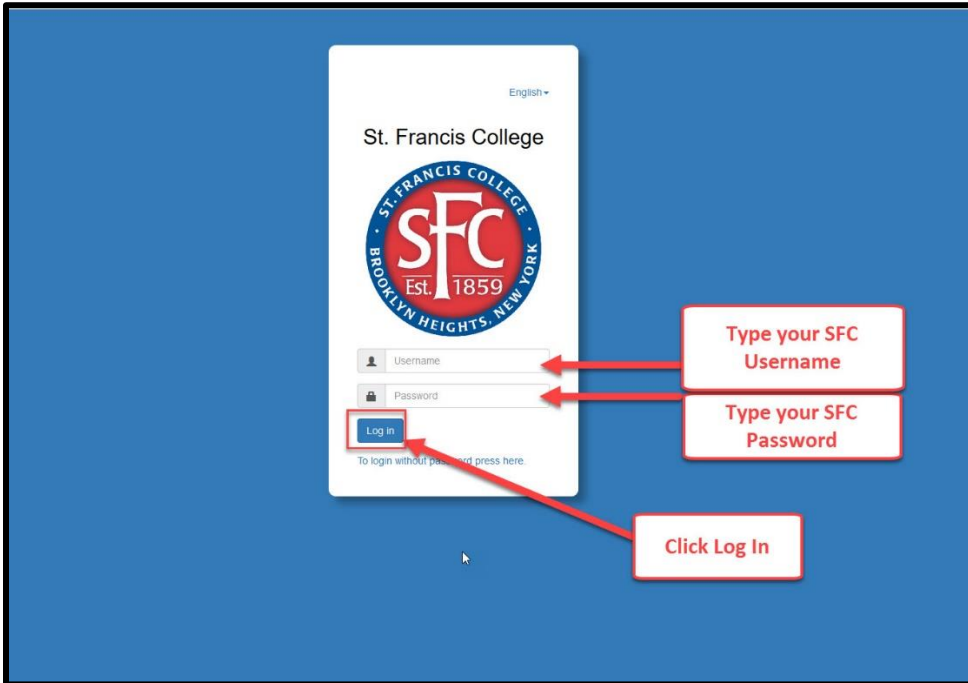
Facebook ★

Google ★

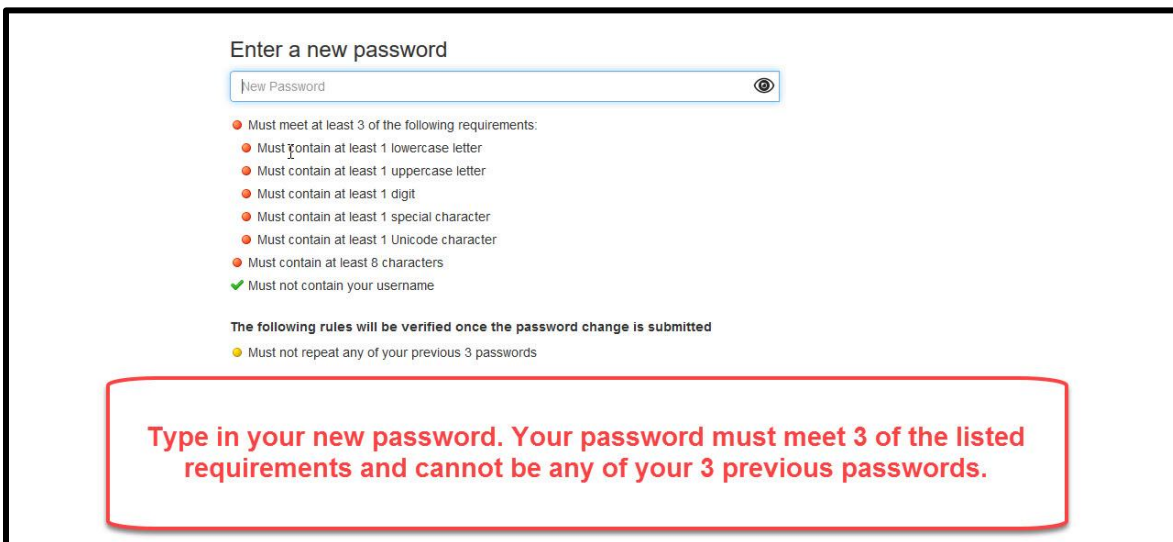
Use the identity services you setup to identify yourself. If you enrolled in more they will appear here.

## CHANGING YOUR PASSWORD

Use this link if you remember your current password but would like to change it:  
[Click Here to Reset Your Password using the SFC Password Reset Service](#)



The image shows a screenshot of the St. Francis College login page. The page features the college's logo and the text "St. Francis College". Below the logo, there are two input fields: "Username" and "Password". A "Log In" button is located below the "Password" field. A red box highlights the "Log In" button, with an arrow pointing to it from a callout box that says "Click Log In". Another red box highlights the "Password" field, with an arrow pointing to it from a callout box that says "Type your SFC Password". A third red box highlights the "Username" field, with an arrow pointing to it from a callout box that says "Type your SFC Username".



The image shows a screenshot of the "Enter a new password" page. At the top, there is a text input field labeled "New Password" with a toggle icon on the right. Below the input field, there is a list of requirements for the new password:

- Must meet at least 3 of the following requirements:
- Must contain at least 1 lowercase letter
- Must contain at least 1 uppercase letter
- Must contain at least 1 digit
- Must contain at least 1 special character
- Must contain at least 1 Unicode character
- Must contain at least 8 characters
- ✔ Must not contain your username

Below the list, there is a note: "The following rules will be verified once the password change is submitted".

- Must not repeat any of your previous 3 passwords

A red box highlights the following text:

**Type in your new password. Your password must meet 3 of the listed requirements and cannot be any of your 3 previous passwords.**