

How to Reset Your MassBay Passwords using the Password Reset Tool

MassBay's Self Service Password Management (SSRPM) is a program that will help you **reset** and **sync** your Bay Navigator, Goggle Apps, Blackboard, and Windows passwords (i.e. logging on campus computers).

Note: These instructions are useful **only** if you have previously enrolled in MassBay's Self Service Password Management tool. If not, please stop here and enroll (video and PDF instructions, as well as this tool, may be found at <http://helpdesk.post.massbay.edu/home/password-reset-tool>).

Before you with the reset process:

- Come up with a **new password** will be (it must be at least 8-characters in length and contain at least two numbers)
- If you are using the MassBay WIFI system, "forget" the "*FacStaff*" or "*Student*" networks and connect to the **MassBay Guest** network during this process.
- Have access to the **personal email** account that you used in the process of enrolling into this tool to retrieve the PIN code that will be sent to you during the reset process.
- If you have added your MassBay email or Blackboard accounts to any of your **mobile devices**, and have the **auto-login password** set up, please have them ready before you start this reset password process. You will need to **immediately** reset the passwords on these mobile devices; otherwise, when your devices fail to log into using the "old" password, you will be locked out of your MassBay accounts!

1

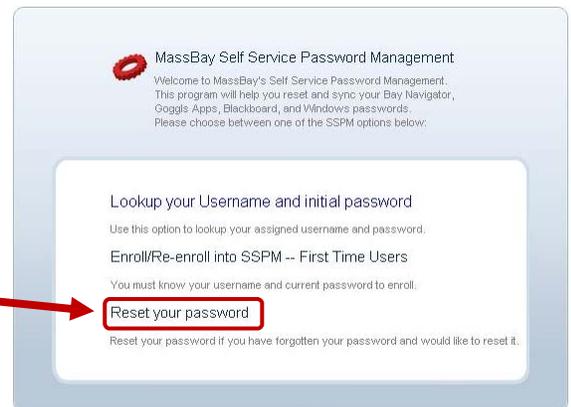
Go to the MassBay **Password Reset Tool**:

<http://helpdesk.post.massbay.edu/home/password-reset-tool>

2

The **Password Reset Tool** main menu will appear

Click on the **Reset your password** option



3

In the **SSRPM Enrollment: Identification** window, enter your MassBay username into the first text box

In the second text box, enter the CAPTCHA Image text

If you have difficulty reading this image, click on the **Refresh** button until you can read it

Click on the **Continue** button once all information is provided



4

Answer the two security questions, use the answers you provided when you enrolled in the tool (if you forgot your answers, you will need to re-enroll).

Click on the **Continue** button when complete.

5

The **SSRPM Reset: Email Authentication** window will appear

A **PIN** code has been sent to your personal email address that you provided.

Check your personal email and enter the PIN code here
If you don't have your PIN code available, you can click the **Resend** button to have a new PIN code sent to your personal email address.

Click on the **Continue** button

6

In the **Self Service Reset Password Management** window, enter your **new** password into the first text box

Re-enter your **new** password into the second (confirm) text box tool

Click on the **Reset Password** button

7

The **Congratulations!** Window will be displayed

All four of your MassBay computer account passwords have been reset.

While the password reset process often happens immediately, we do recommend restarting your PC at this time before logging back in. Also, remember if you have your MassBay email sent to your mobile device(s), change the passwords there right away.

Remember to use this new password for all of your MassBay accounts.

Note to employees: this process does NOT change your PeopleSoft financials password.

If you are having any problems or are locked out of your accounts, contact the MassBay HelpDesk (helpdesk@massby.edu or 781-239-2440).