

# Reset Your Former Student Portal Password

Version 2

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## About

- Resetting your password on the Former Student Portal will allow you to log in with a new password on future log in attempts.
- A password reset may assist with some common log in issues or with [accessing your account](#).
- Please make sure your e-mail address matches Seneca's records. If not, please contact the [Registrar's Office](#).

## Resetting Your Password

**Step 1** Navigate to the [Former Student Portal](#) Log in Page

**Step 2** Click on [Forgot your password?](#)

**Seneca**  
Former Student Portal  
**Please note:**  
You must use the personal email address on file with Seneca to sign up or in to this portal.  
Please contact the Service Desk if you don't remember your personal email that is registered with Seneca, or don't have access to it anymore.

**Sign in**

Email Address

Password [Forgot your password?](#)

**Sign in**

Don't have an account? [sign up now](#)

For technical support please contact the Service Desk.  
Phone: 416.754.0411  
Email: [senecadesk@senecacollege.ca](mailto:senecadesk@senecacollege.ca)

**Step 3** Enter the e-mail address associated with your account and click [Send verification code](#)

Email Address

**Send verification code**

**Step 4** Check your e-mail and copy the verification code

**Verify your email address**

Thanks for verifying your ccycuwmfjinjxdddio@cwmx.com account!

Your code is: 012894

Sincerely,  
Seneca Former Employees/Students and Graduates Portal

**Step 5** Return to the Former Student Portal.

- Enter your verification code.
- Click **Verify code**.

Verification code has been sent to your inbox. Please copy it to the input box below.

**Email Address**  
ccycuwmfjinjxdddio@cwmx.com

**Verification code**  
012894

**Verify code**    **Send new code**

**Step 6** Enter and confirm your new password.

- Complete the **I'm not a robot CAPTCHA**
- Click **Continue**

**Seneca**  
Self Service Password Reset

**New password**  
.....

**Confirm new password**  
.....

**Continue**

I'm not a robot    

**Step 7** Enter the 6-digit code from your authentication app and click **Verify**

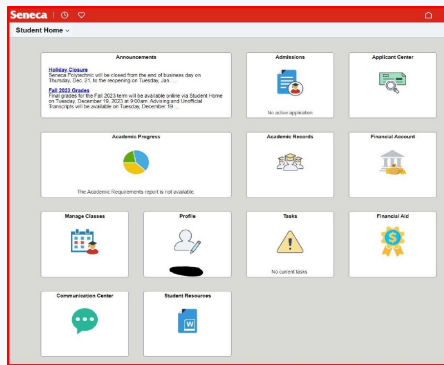
**Seneca**  
Time Based One Time Password

Enter the verification code from your authenticator app.

**Enter your code**  
395037

**Verify**

- If successful, you will be logged in and can now access the Former Student Portal.



## Frequently Asked Questions

For a complete list, please visit the Former Student Portal [F.A.Q.](#)

## Troubleshooting

- I receive an error that my e-mail is not linked to a former student
- I have lost or can no longer access the Multifactor Authenticator tied to my former student portal account

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