## **Password Reset**

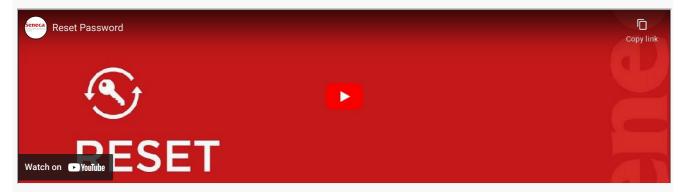
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When you forget your password and can no longer access your account. You can use Self Service Password Recovery if you previously set it up with a recovery method.

- 1. Go to MyID myid.senecapolytechnic.ca
- 2. Select Reset Password
- 3. Enter your Seneca email address and the characters in the picture
- 4. On clicking Next, select your verification option, for this example Email my alternate email is chosen. If you choose to verify by text you will receive a text message with a verification code or if you choose call you will receive a phone call that will require you to press the # key.
- 5. Enter the verification code sent to your email and click Next
- 6. On successful verification, the system will prompt you to enter your new password and confirm. Click Finish
- 7. On successful, entry of a password, the system acknowledges the new password on the screen and also sends an email notification to the email address informing you that your password has been reset.

## **Reset Password Video**



## **Additional Information**

Here are a list of additional resources to assist you with MyID Self Service:

- 1. Refer to the Frequently Asked Questions.
- 2. Refer to the IT Acceptable Use Policy.
- 3. Review the Password Rules

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