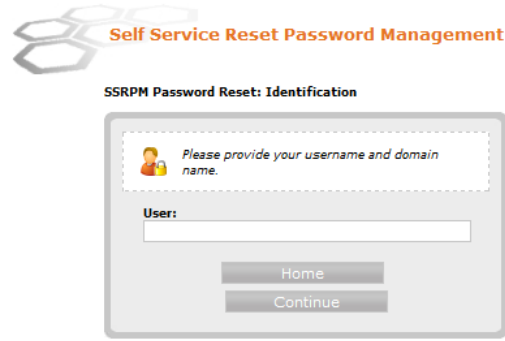


Reset your password

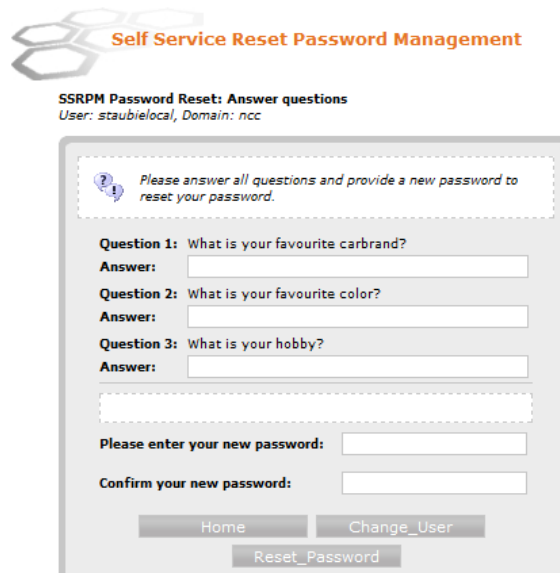
1. Go to either <https://ssrpm.ncc.edu> or you can access it on the first page of <http://lionnet.ncc.edu>. (See Fig 1)
2. Click the Reset/Change your password button. (See Fig 1)
3. Enter your Username, and then click on Continue. (See Fig 4)



The screenshot shows the 'Self Service Reset Password Management' interface. At the top, there is a logo consisting of several hexagons and the text 'Self Service Reset Password Management'. Below this, the title 'SSRPM Password Reset: Identification' is displayed. The main content area is a light gray box with a dashed border containing the instruction: 'Please provide your username and domain name.' Below this instruction is a label 'User:' followed by a text input field. At the bottom of the box are two buttons: 'Home' and 'Continue'.

Fig 4

4. Answer the challenge questions, and then select a new password. (See Fig 5)



The screenshot shows the 'Self Service Reset Password Management' interface for the 'Answer questions' step. At the top, there is a logo consisting of several hexagons and the text 'Self Service Reset Password Management'. Below this, the title 'SSRPM Password Reset: Answer questions' is displayed, followed by the text 'User: staubielocal, Domain: ncc'. The main content area is a light gray box with a dashed border containing the instruction: 'Please answer all questions and provide a new password to reset your password.' Below this instruction are three questions, each with an 'Answer:' label and a text input field: 'Question 1: What is your favourite carbrand?', 'Question 2: What is your favourite color?', and 'Question 3: What is your hobby?'. Below the questions is a dashed border containing the instruction: 'Please enter your new password:' followed by a text input field. Below this is another dashed border containing the instruction: 'Confirm your new password:' followed by a text input field. At the bottom of the box are three buttons: 'Home', 'Change_User', and 'Reset_Password'.

Fig 5

The following rules and restrictions apply to account passwords.

Password rules

- The password is case-sensitive.
- Must be at **least seven characters long** and not longer than sixteen characters.
- Cannot be reset to any of the previously used 10 passwords.
- Must contain characters from **all** of the following three categories:
 - Uppercase letters (A through Z)
 - Numbers (0 through 9)
 - Special symbols such as:!, \$, #, % etc.

Password restrictions

The password can't contain any of the following items:

- Spaces
- Non-English characters
- The account name part of the e-mail address. For example, if the e-mail address is Carl.Jones@ncc.edu, the password can't contain Carl.Jones.

5. Click on the Reset_Password Button.



Fig 6

6. Your Password is now reset; you can logon with your new password. (See Fig 6)