

Password Manager in myGeneva

An Overview Guide to using the Password Manager functions in the Jenzabar JICS Portal
(my.geneva.edu)

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Password Manager Overview

The Password Manager is a tool for resetting computer account passwords for Faculty, Staff, Students and Graduated Students, is now offered through the Password Self Service link found in MyGeneva. Features include:

- Alternate email for temporary Password
- Force Change of Temporary Password
- Forgot My User Name
- Forgot My Password
- Change My Password
- Password Expiration Notification within MyGeneva

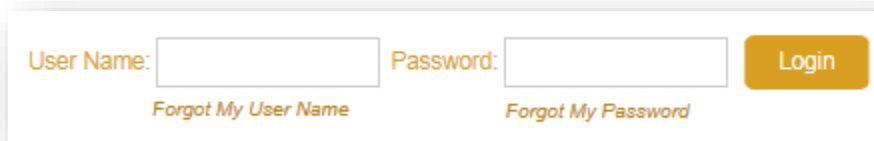
Navigating the System

myGeneva URL

<https://my.geneva.edu>

Logging In

Navigate to the upper right hand corner of the web page. Notice the User name and Password prompts along with the “Forgot My User Name” and “Forgot My Password” links:



The image shows a login form with two input fields: "User Name:" and "Password:". Below the "User Name:" field is a link that says "Forgot My User Name". Below the "Password:" field is a link that says "Forgot My Password". To the right of the "Password:" field is a yellow "Login" button.

Password Self Service Page

Navigate to Home > Password Self Service Page. Features include:

- Password Policy Information
- Password Tool Features
- Password Changes including:
 - Forgot My Password
 - Change My Password
 - Change My Alternate email address
 - Forgot My User Name

Frequently Asked Questions

How do I set up or change my alternate email address?

You must provide an alternate email (non-geneva.edu) address to which a password reset link can be sent. This email address is also referred to as your “Forgot My Password” email.

There are two (2) ways to provide this email address:

- On initial login to MyGeneva you will be prompted (over and over) until you set up an alternate email, or
- Once logged in, from the Password Self Service Page -> Change my “Forgot My Password” email

The screenshot shows the 'Password Self Service' interface. At the top, there are two tabs: 'Password Changes' (selected) and 'Forgot My Password'. Under the 'Password Changes' tab, there are two links: 'Change my password' and 'Change my "Forgot My Password" email'. The second link is highlighted in yellow. Below the links, there is a red arrow pointing to a yellow box containing the text: 'Click Continue to confirm that you are NOT using an @geneva.edu email address.' Below this is a red-bordered box with the text: 'REQUIRED: In the event your lose or forget your password, provide or update a non-geneva email address to which we can send a temporary password.' Below this is a text input field containing the email address 'cslahtin@geneva.edu'. At the bottom, there is a 'Continue' button.

What is an alternate email address?

An alternate email address is a personal, business, or other email address that you use outside of your @geneva.edu email address. The password reset tool uses this address to send you a temporary password. We recommend something other than your @geneva.edu email address because it is likely you cannot log into your @geneva.edu email if you have lost or forgotten your password.

What if I forget which alternate email address I set?

In the event that a user forgets the alternate email they have set, the user will have to call the helpdesk, verify their identity, and either have their password reset, or verify the alternate email address.

Where do I find my User Name?

You can access the “Forgot My User Name” link from the Login bar or from the Password Self Service Page. You will need to provide the following information to retrieve your User Name:

- Birth Date
- Last four numbers of your SSN
- Your Geneva ID Number

Password Self Service



User Name Lookup - Procedure Parameters

[Procedure List](#) > Procedure Parameters

Complete the form below and click Submit.

Birth Date (MM/DD/YYYY)

Last four digits of your SSN

Your ID Number

How do I reset my lost or forgotten password?

To use the Password Tool, you must first provide an alternate email... see How do I set up my alternate email address.

There are two (2) ways to reset your password:

- On the MyGeneva Home Page, a “Forgot My Password” link will be displayed by the Login bar
- From the Password Self Service Page -> “Forgot My Password”

Password Self Service



Password Changes - Forgot My Password

Enter your Geneva User Name and your "Forgot My Password" email address and select "Send To Alternate Email" to verify your identity. The "Forgot My Password" tool will send you a password reset link.

If you did not register an email address and you have lost your password, or your password has expired, please email the helpdesk@geneva.edu or call 724-847-6789 (extension 6789 on campus).

User Name:

The non-geneva email you provided:

Where do I change my Password?

There are two (2) ways to change your password:

- On initial login to MyGeneva, a “Change Password” link will be displayed by the Welcome back bar
- Once logged in, from the Password Self Service Page -> “Change my password” link

Welcome back **Craig Steven Lahtinen** ([Personal Info](#) | [Logout](#))

[Change Password](#)

Password Changes

[Change my password](#)

[Change my "Forgot My Password" email](#)


What if my password expires?

The password manager is configured to remind users that their password will expire within 15 days. Users will be reminded each time they login until they change their password.

Will I have to reset my temporary password?

Yes! For newly created computer accounts, password tool resets, and helpdesk password reset, users are required to change their password. A prompt will require a password change:

Password Self Service

Edit Page 

Password Changes - Change my password

Your new password must be at least 8 characters and contain 3 out of 4 of the following: Upper case letters, Lower case letters, numbers, special characters (@!#\$%^&*+=). Be sure not to use part of your name or username when choosing a password.

Enter your current or temporary password:

Create new password:

Verify new password: