Password Reset Service
Enrollment

The Helpdesk Password Reset Service allows you to reset your password online, 24 hours a day.

This is especially helpful after-hours when the Helpdesk is closed.

The only catch is that you have to enroll **before** you forget your password.

Enrolling in the Password Reset Service

1 Navigate to: http://www.concordia.edu

2 Click the **"Webmail"** link at the top of the page.

3 Under the applicable webmail button, click the **"Enroll"** link.
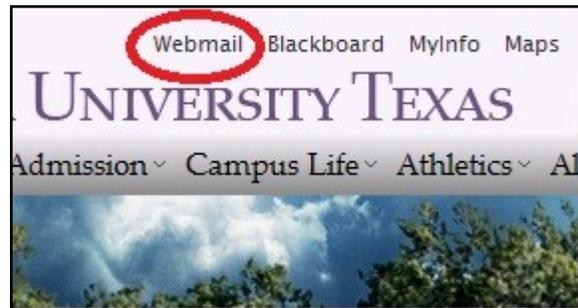
4 You will be prompted for your Username and Password.

This is the same Username and Password you use for Webmail and Blackboard.

This form is a secure web form.
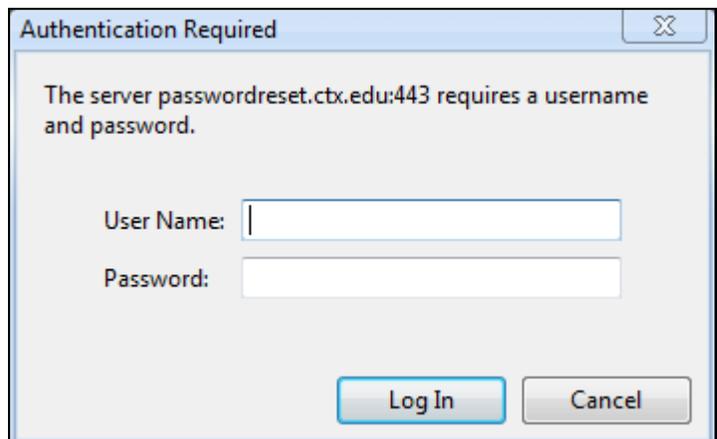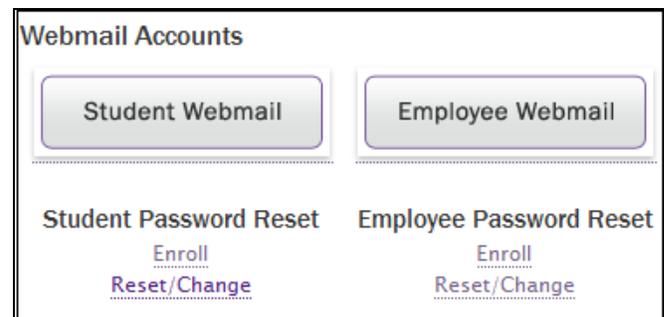
5 Next you will be taken to the first page of the Password Enrollment Wizard. You can select which language you would like to use.
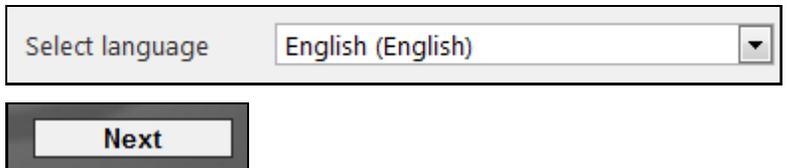
Select **"Next"** to continue.

6 You will then be asked to select a security question from a list.

To create your own question, select "(Custom Question)."
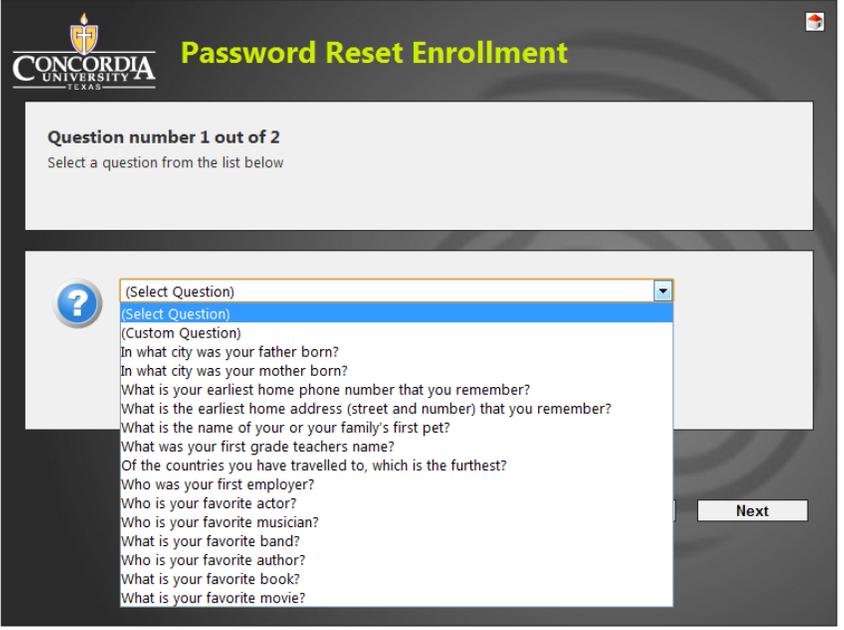
Type your answer in the box below the question.

Click **"Next"** when finished.

7 After creating/answering the first question, you will be asked to create a second question/answer pair.

Click **"Next"** when finished.

8 After setting up both questions you will be taken to a confirmation screen.

Double-check your answers.

To see you answers, check the box next to "Show answers."

9 If you would like the change your questions or answers you can click the **"Previous"** button.

10 If you are satisfied with your questions and answers, click the **"Finish"** button.

Your enrollment is now complete!