SpecOP User Guide

SpecOps is password reset tool that is available to Concordia users. This will allow users to change their password without having to call the helpdesk.

SpecOP Enrollment

User’s must enroll in SpecOp before they are allowed to use it.

1. To begin enrollment, go to the following url: www.concordia.edu
2. Click on the down arrow next to Quick Links, then on Helpdesk.
3. Scroll down the page and click on Enroll.

![Student Password Reset](image)

4. Type in the same username and password that you use to log into your computer.

![Authentication Required](image)

5. Choose you language and click on Next.
6. Choose your first security question. Check on Show Characters if you would like to see the answer that you type in. Click Next when done.
7. Choose your second security question. Check on Show Characters if you would like to see the answer that you type in. Click Next when done.

8. Click on Finish to complete the enrollment process. If you would like to see your answers, click on Show Answers.
9. You should arrive at the screen below upon successful enrollment. You should also receive an email congratulating you on successfully enrolling.
Resetting Your Password From A Web Browser

1. To begin the reset, go to the following url: www.concordia.edu

2. Click on the down arrow next to Quick Links, then on Helpdesk.

3. Scroll down the page and click on Reset/Change.

4. Type in the same username that you use to log into your computer and click next.
5. Type in the answer to your first security question. Check on Show Characters if you would like to see the answer that you type in. Click Next when done.

6. Type in the answer to your second security question. Check on Show Characters if you would like to see the answer that you type in. Click Next when done.
7. Read the password rules and choose your new password and click finish.

8. You should arrive at the screen below upon successful password change. You should also receive an email confirming your successful password change.
Resetting Your Password From Login Screen

SpecOps provides a great tool that allows users who have forgotten their passwords to reset them from the login screen. This tool is an extra feature that must be installed on your computer by IT. If you would like to have this great tool, please call the Helpdesk at ext. 34357.

1. If you have the tool installed on your PC, click on Reset Password.

2. Type in the same username that you use to log into your computer and click next.
3. Type in the answer to your first security question. Check on Show Characters if you would like to see the answer that you type in. Click Next when done.

![Password Reset](image1.png)

4. Type in the answer to your second security question. Check on Show Characters if you would like to see the answer that you type in. Click Next when done.

![Password Reset](image2.png)
5. Read the password rules and choose your new password and click finish.

6. You should arrive at the screen below upon successful password change. You should also receive an email confirming your successful password change.