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.
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.

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.

After creating/answering the first question, you will be asked to create a second question/answer pair.
Click “Next” when finished.

After setting up both questions you will be taken to a confirmation screen.
Double-check your answers.
To see your answers, check the box next to “Show answers.”

If you would like the change your questions or answers you can click the “Previous” button.

If you are satisfied with your questions and answers, click the “Finish” button.

Your enrollment is now complete!