

How to Use the Password Tool

Prairie View A & M University provides all users with a password management tool that will help you to:

1. **How to Login & Change Password** – this tool is used to assist students, staff and faculty to change their password. It is recommended that you change your password to something only you will know and have access to. **(Example: FootB@ll09)** your password should be something that is difficult for someone else to guess but easy for you to remember.
2. **How to Set-up or Reset Your Q & A** – this tool allows you to set-up security questions and answers that only you know. The answer should be something that is difficult for someone else to guess but easy for you to remember. These questions & answers will allow you to reset your password if you forget it.
3. **How to Reset Your Password** – this tool will prompt you to provide your user name and security questions and answers to reset your password.
4. **How to Unlock Your User Account** – **After 5 wrong attempts you will be locked out of your account.** This step allows you to use your user name and security questions and answers to unlock your account.

Changing or resetting your password affects the following accounts: Computer login, Email, wireless and VPN access.

How to Change Your Password

Step 1. In browser address box type <https://mypassword.pvamu.edu>

Step 2. Type your **User Name & Password** in the boxes.

Step 3. Press **Login**

Step 4. In the **Enter Old Password** box type in your old password.

Step 5. In the **Enter New Password** box type in your new password.

Step 6. In the **Confirm the Password** box retype your new password.

Step 7. Click **OK**.

Step 8. Log out of the browser.

***Note:** The new password must conform to the PVAMU password policy located at <http://www.pvamu.edu/pages/3994.asp>

How to Set up or Reset Q & A

Step 1. In browser address box type <https://mypassword.pvamu.edu>

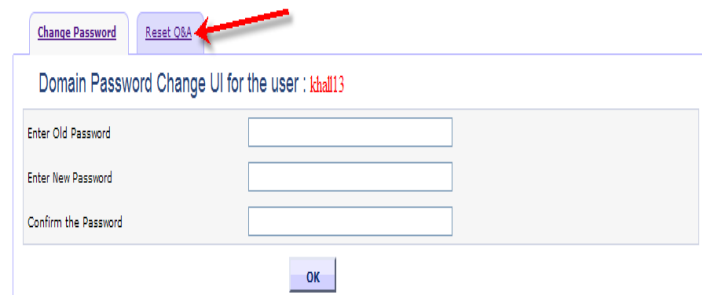
Step 2. Type your **User Name & Password** in the boxes.

Step 3. Press **Login**



The screenshot shows the login interface. At the top, there are two buttons: "Forgot Your Password? Reset Your Password" and "Is Your Account Locked? Unlock Your Account". Below these is the "Enrolled Users" section with instructions: "Enroll your secret question and answers.", "Login to change your password.", and "Login to update your information.". To the right, there are input fields for "User Name:" and "Password:", followed by a "Login" button. A red arrow points to the "Login" button.

Step 4. Click on the **Reset Q & A** tab

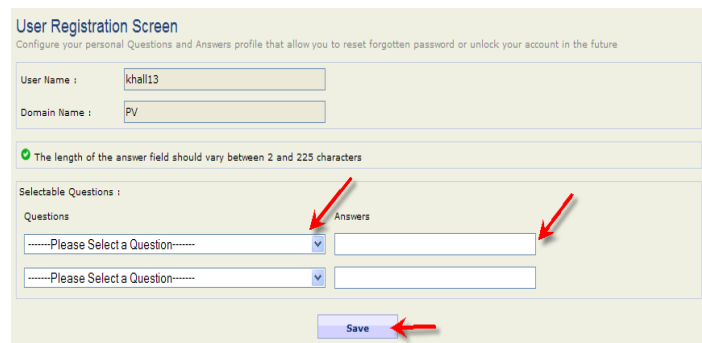


The screenshot shows the "Reset Q & A" tab selected. The page title is "Domain Password Change UI for the user : khall13". There are three input fields: "Enter Old Password", "Enter New Password", and "Confirm the Password". Below these fields is an "OK" button. A red arrow points to the "Reset Q & A" tab.

Step 5. Select two **questions** from each drop down box.

Step 6. Type the answers in the box.

Step 7. Click **Save**.



The screenshot shows the "User Registration Screen". It includes fields for "User Name:" (filled with "khall13") and "Domain Name:" (filled with "PV"). A green checkmark indicates "The length of the answer field should vary between 2 and 225 characters". Below this is the "Selectable Questions" section with two rows. Each row has a "Questions" dropdown menu and an "Answers" text input field. Red arrows point to the dropdown menus and the answer fields. At the bottom, there is a "Save" button with a red arrow pointing to it.

***Note:** Make sure your answers are difficult for someone else to guess but easy for you to remember.

Successfully completed the Question and Answer Registration.

Step 8. Log out of the browser

How to Reset Your Password

Step 1. In browser address box type <https://mypassword.pvamu.edu>

Step 2. Click on **Reset Your Password**



Step 1. In the **Domain User Name** box type in PVAMU email user name.

Step 3. Click on **Continue**.



Step 4. Type your correct answers to the questions.

Step 5. Type in the characters in the Word Verification box.

Step 6. Click **Continue**.

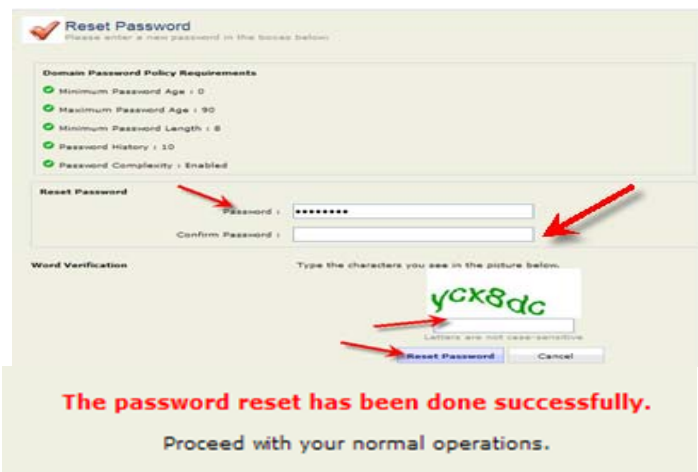


Step 7. In the **Password** box type in your new password.

Step 8. In the **Confirm Password** box retype in your new password.

Step 9. Type in the characters in the Word Verification box.

Step 10. Click **Reset Password**.



The password reset has been done successfully.
Proceed with your normal operations.

Step 11. Log out of the browser.

How to Unlock Your Account

Step 2. In browser address box type <https://mypassword.pvamu.edu>.

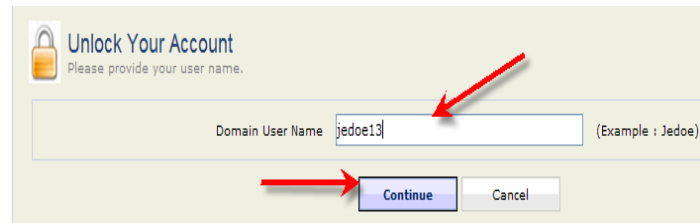
Step 3. Click on **Unlock Your Account**.



The screenshot shows the login page with two buttons at the top: "Forgot Your Password? Reset Your Password" and "Is Your Account Locked? Unlock Your Account". A red arrow points to the "Is Your Account Locked?" button. Below the buttons is a section for "Enrolled Users" with instructions: "Enroll your secret question and answers.", "Login to change your password.", and "Login to update your information.". To the right are input fields for "User Name:" and "Password:", and a "Login" button.

Step 4. In the **Domain User Name** box type in your PVAMU email user name.

Step 5. Click **Continue**.



The screenshot shows the "Unlock Your Account" page with the heading "Please provide your user name.". Below is a "Domain User Name" input field containing "jedoe13" and a "(Example : Jedoe)" label. At the bottom are "Continue" and "Cancel" buttons. A red arrow points to the "Continue" button.

Step 6. Type in your answers to your security question in the boxes.

Step 7. Type in the numbers & letters you see as they appear.

Step 8. Click **Continue**.



The screenshot shows the "Security Questions" page with the heading "Please answer the following question as per your enrollment profile to reset your password.". There are two question fields: "What is your favourite color?" and "What is your partner's date of birth?". Below is a "Word Verification" section with a picture of a distorted string "3ne69x" and an input field containing the same string. A note says "Letters are not case-sensitive". At the bottom are "Continue" and "Cancel" buttons. Red arrows point to the input fields and the "Continue" button.

Step 9. You will be prompted again to type in numbers & letters for **Word Verification**.

Step 10. Click **Unlock Account**.



The screenshot shows the "Unlock Account" page with the heading "Unlock your locked out account:". Below is a "Word Verification" section with a picture of a distorted string "7nf3ne" and an input field containing the same string. A note says "Letters are not case-sensitive". At the bottom are "Unlock Account" and "Cancel" buttons. A red arrow points to the "Unlock Account" button.

Step 11. Log out of the browser.