

HOW TO USE SSRPM

OVERVIEW

Marywood's Self-Service Reset Password Manager (**SSRPM**) is a feature that allows **current** students, faculty, and staff to easily manage their passwords and unlock their accounts. Before you can change or reset your password, you will need to enroll in SSRPM.

Please note that applicants, alumni, and retirees **cannot** use this feature and are asked to contact Admissions (applicants) or the IT Help Desk (alumni/retirees) if they require a password reset.

NOTE: Changing or resetting your password using SSRPM will change **all** of your Marywood passwords to the same entry. This includes your **MarywoodYOU account, Marywood Gmail account, and Marywood Brightspace account.**

If you have both a student Gmail and an employee Gmail, only the employee Gmail's password will change.

FEATURES OF SSRPM

ENROLLING IN SSRPM

Before you can change or reset your password, you must first enroll in SSRPM. You only have to complete this process **once** during your time at Marywood. To enroll, you must know your **original password** given by either the Registrar (students) or Human Resources (faculty/staff).

1. Open your web browser of choice and navigate to the [SSRPM webpage \(www.marywood.edu/password\)](https://www.marywood.edu/password). The SSRPM web client opens.

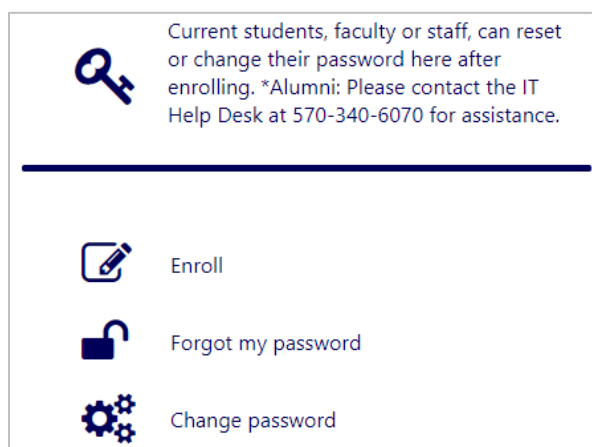


Figure 1: SSRPM Web Client

2. Of the 3 options, select **Enroll**.
3. On the page that opens, enter your **username** and **current password**. Then, click **Next**.

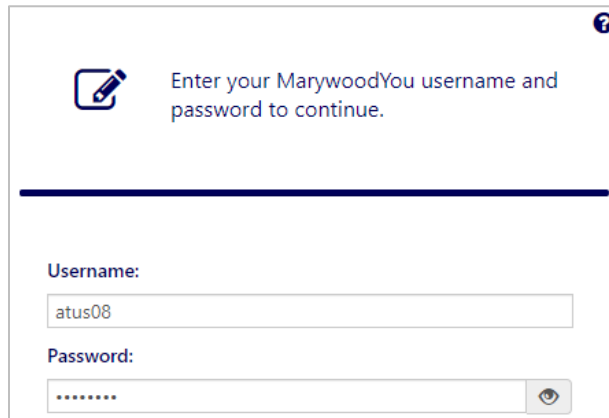
A screenshot of a web form for enrollment. At the top left is a pencil icon. To its right is the text "Enter your MarywoodYou username and password to continue." Below this is a horizontal line. Underneath the line are two input fields. The first is labeled "Username:" and contains the text "atus08". The second is labeled "Password:" and contains seven asterisks. To the right of the password field is an eye icon for toggling visibility. A question mark icon is in the top right corner.

Figure 2: Username and Password Fields

4. You will then be prompted to select and answer **4 security questions**. For each security question:
 - Select an option from the **Select question** dropdown,
 - Provide the answer in the **Answer** field,
 - Repeat the answer in the **Confirm answer** field.
 - When you finish with a question, click **Next**.
5. Once finished, click **OK** to close the enrollment process. The SSRPM webpage opens.

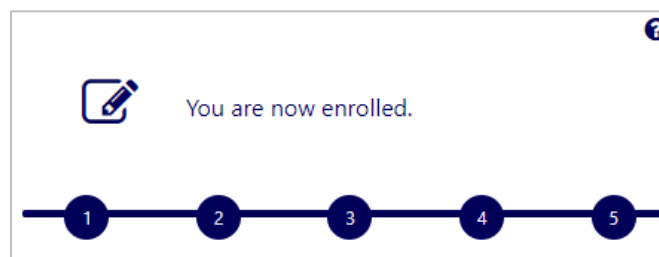


Figure 3: Enrollment Confirmation

6. You are now able to change or reset your password at will and, if necessary, unlock your account!

CHANGING YOUR PASSWORD

If you know your current password and would like to change it, you can do so using the **Change Password** function in SSRPM.

1. Open your web browser of choice and navigate to the [SSRPM webpage \(www.marywood.edu/password\)](http://www.marywood.edu/password). The SSRPM web client opens.

2. Click **Change password**.
3. Enter your Marywood username and current password when prompted, then click **Next**.
4. Enter a new password. **Be sure to follow the requirements detailed on the page.**
5. Click **Change** to finalize your password change.
6. Your password has now been changed!

REMEMBER: *Changing your password using SSRPM will change **all** of your Marywood passwords to the same entry. This includes your **MarywoodYOU account, Marywood Gmail account, and Marywood Brightspace account.***

RESETTING YOUR PASSWORD USING SECURITY QUESTIONS

If you do not remember or do not have access to your current password, you can reset it using your security questions.

1. Open your web browser of choice and navigate to the [SSRPM webpage \(www.marywood.edu/password\)](http://www.marywood.edu/password). The SSRPM web client opens.
2. Click **Forgot my password**.
3. Enter your Marywood username when prompted, then click **Next**.
4. SSRPM will display **2 of your 4 security questions at random**. Answer the security questions and click **Next** to continue.
5. Once finished, select **Reset my password**. Then, click **Next**.

Enter your new password.

1 2 3 4 5

- ✗ The password must be at least 15 characters long
- ✗ Do not use words that appear in your username or name
- ✗ Any of the following character types can be used:
 - number
 - special character (e.g. !, \$, #, %)
 - upper case character
 - lower case character

New password:

Enter password

Enter password again

Figure 4: New Password Page

6. On the page that opens, enter a new password. Be sure to follow the requirements detailed on the page.
7. Click **Reset** to finalize your password reset.
8. Your password has now been reset!

REMEMBER: *Resetting your password using SSRPM will change all of your Marywood passwords to the same entry. This includes your **MarywoodYOU account, Marywood Gmail account, and Marywood Brightspace account.***

UNLOCKING YOUR ACCOUNT USING SECURITY QUESTIONS

If one of your accounts is locked, you can unlock it using your security questions.

1. Open your web browser of choice and navigate to the [SSRPM webpage \(www.marywood.edu/password\)](http://www.marywood.edu/password). The SSRPM web client opens.
2. Click **Forgot my password**.
3. Enter your Marywood username, then click **Next**.
4. SSRPM will display **2 of your 4 security questions at random**. Answer the security questions and click **Next** to continue.
5. Once finished, select **Unlock my account**. Then, click **Next**.
6. Your account is now unlocked!