

Staff/Faculty
Self Serve
Password
Reset Service



St. Lawrence
College

This is a manual that contains pertinent information about setting up your own password reset service through slc.me or the College computer logon screen.

August 2020

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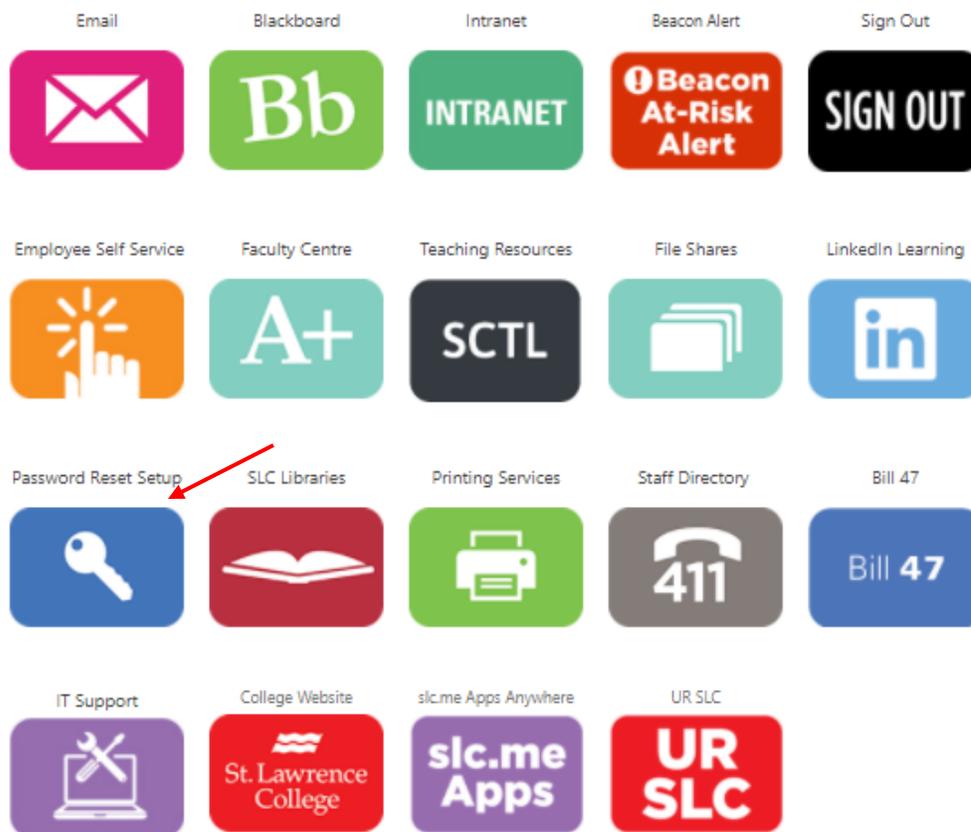
Our new Self-Serve Password Reset Service

1. On the SLC.me landing page, you will see a 'Password Reset Setup' Key icon to pre-register to reset a forgotten password. This will allow you to reset your own SLC network password without having to contact the IT Service Desk. This will be very beneficial after hours, on weekends, and during holidays.

Note: You can only reset your password through this utility if you register to use this Self-Serve reset service. The next few pages will walk you through registering for this utility.

Important Messages

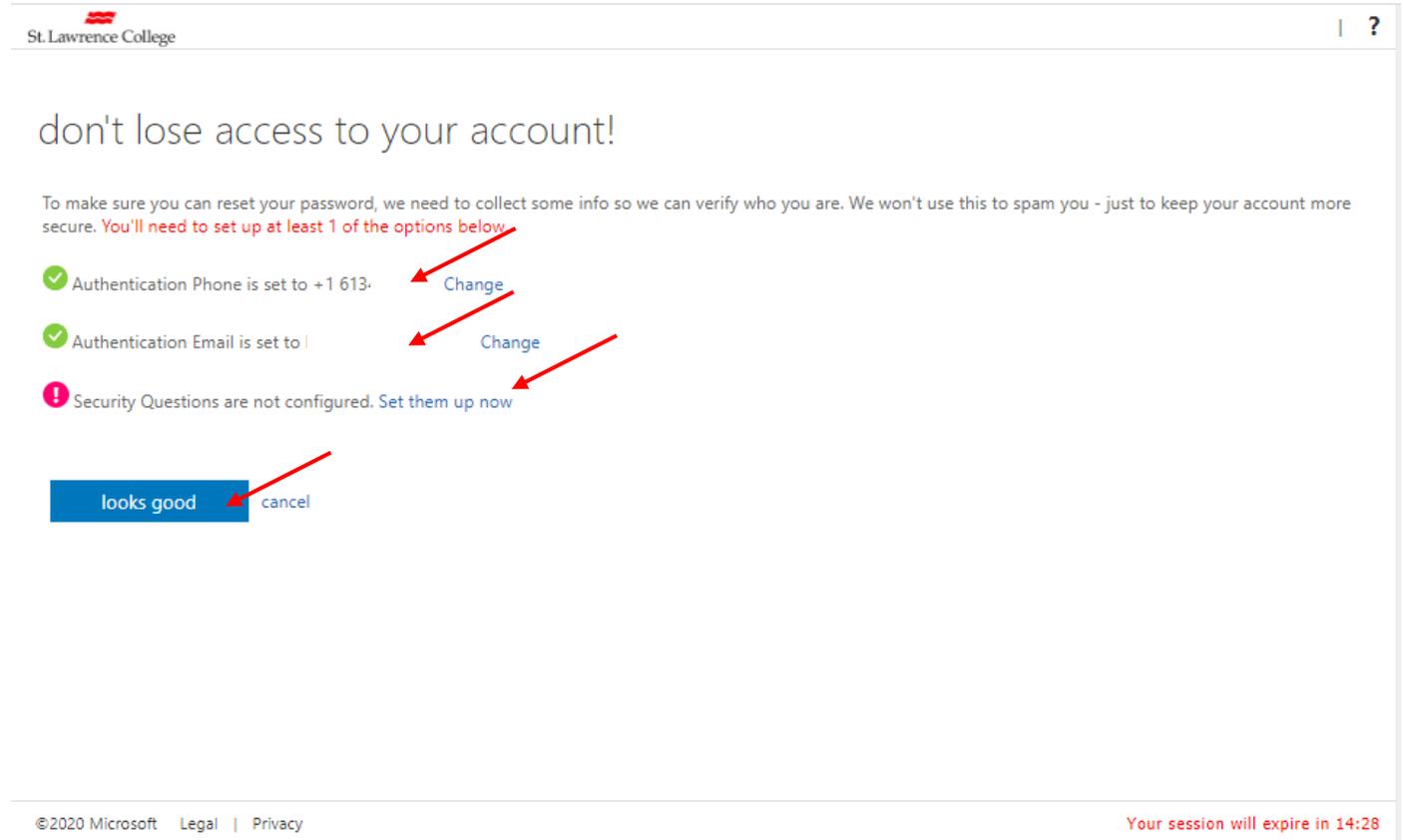
- COVID-19 Updates are available on the public website: stlawrencecollege.ca/about/information-on-covid-19/
- **Working Remotely:** IT Information to support employees.
- **Temporary At-Home Access to Adobe Creative Cloud** (this page is viewed on the student slc.me site).
- **slc.me User's Guide:** Accessing it for the first time? [Read our slc.me Staff/Faculty Portal User Guide \(pdf\)](#).
- **PARKING:** [Click here to buy a Parking Permit](#).
- The new **College Policy Center**, the internal central repository of SLC policies, is now available!



Self Service Registration

The new system offers three verification options including text message, email and security questions to validate identity. While security questions are still supported, **ITS recommends using your mobile number or personal email as a verification option**. Security questions can be easily guessed or 'brute forced' and isn't recommended for those users who can provide a mobile number or alternative email address.

1. Register or change your phone number so a text can be sent to you
2. Register or change your personal email address so an email can be sent to you
3. Configure your own personal security questions (not recommended)
4. Click on 'looks good' to continue
5. Please be aware that you will have 15 minutes to complete this process once you begin.

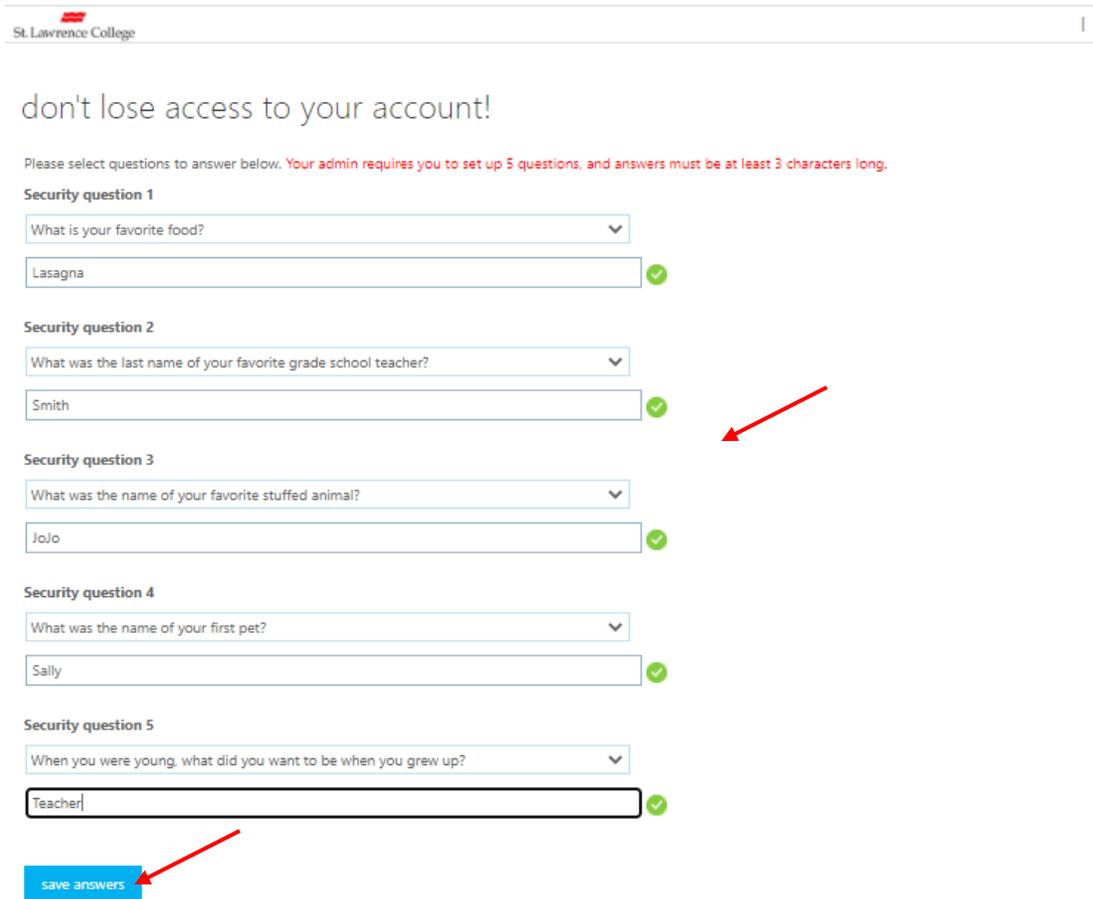


The screenshot shows the 'Self Service Registration' page. At the top left is the St. Lawrence College logo and name. At the top right is a question mark icon. The main heading is 'don't lose access to your account!'. Below this is a paragraph: 'To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 1 of the options below.' There are three options listed: 1. 'Authentication Phone is set to +1 613-' with a green checkmark and a 'Change' link. 2. 'Authentication Email is set to |' with a green checkmark and a 'Change' link. 3. 'Security Questions are not configured. Set them up now' with a red exclamation mark icon. At the bottom left is a blue button labeled 'looks good' and a 'cancel' link. At the bottom right is a red text: 'Your session will expire in 14:28'. At the bottom left of the page is the copyright notice: '©2020 Microsoft Legal | Privacy'.

Self Serve Password Reset

If you do not wish to use your mobile phone or email address, you can still choose to set up Security Questions; you will be required to ask and answer your own Challenge questions. A sample is below.

When finished, click on 'save answers'



The screenshot shows a web page for setting up security questions. At the top left is the St. Lawrence College logo. The main heading is "don't lose access to your account!". Below this is a red instruction: "Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long." There are five security questions, each with a dropdown menu and a text input field. Each input field has a green checkmark to its right. The questions and answers are: 1. "What is your favorite food?" with answer "Lasagna". 2. "What was the last name of your favorite grade school teacher?" with answer "Smith". 3. "What was the name of your favorite stuffed animal?" with answer "JoJo". 4. "What was the name of your first pet?" with answer "Sally". 5. "When you were young, what did you want to be when you grew up?" with answer "Teacher". At the bottom left is a blue button labeled "save answers". Two red arrows point to the "save answers" button and the "Smith" answer field.

St. Lawrence College

don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.

Security question 1
What is your favorite food?
Lasagna ✓

Security question 2
What was the last name of your favorite grade school teacher?
Smith ✓

Security question 3
What was the name of your favorite stuffed animal?
JoJo ✓

Security question 4
What was the name of your first pet?
Sally ✓

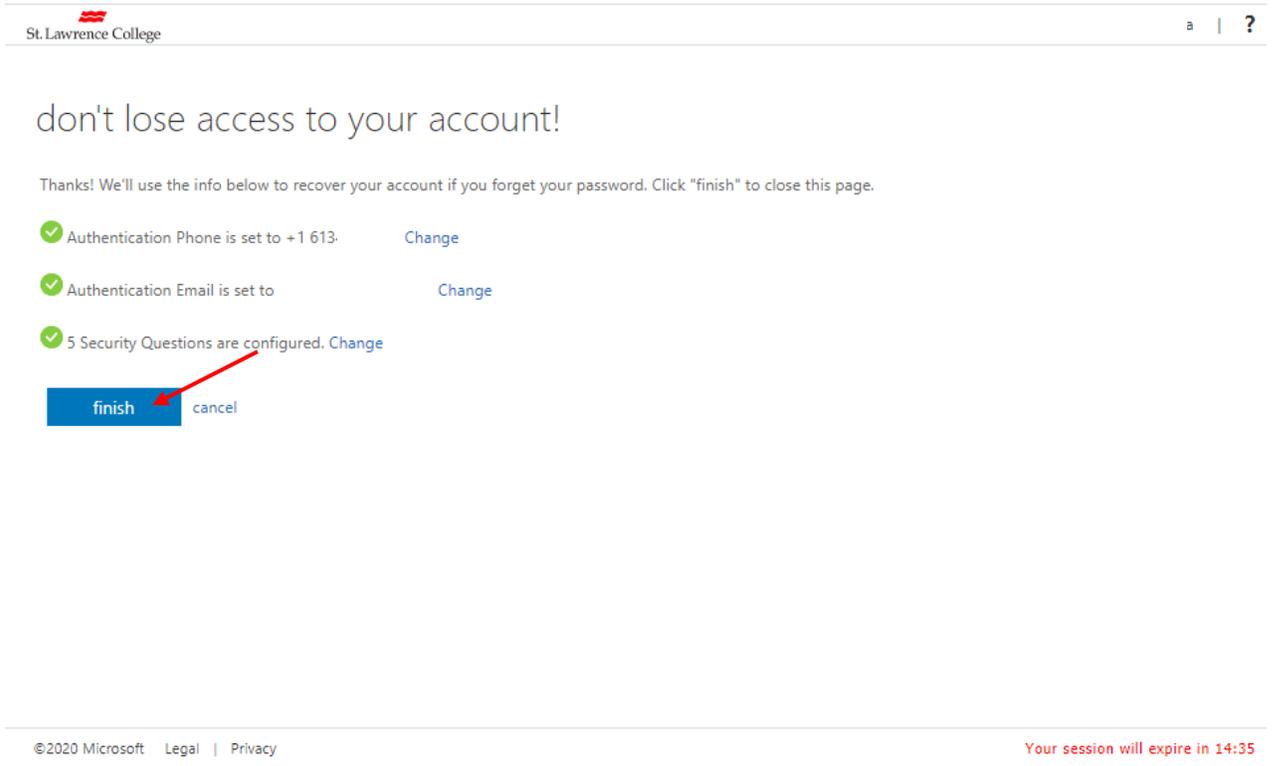
Security question 5
When you were young, what did you want to be when you grew up?
Teacher ✓

save answers

Self Serve Password Reset

Once you have selected all the recovery options you like to use to reset your password, click on 'finish'

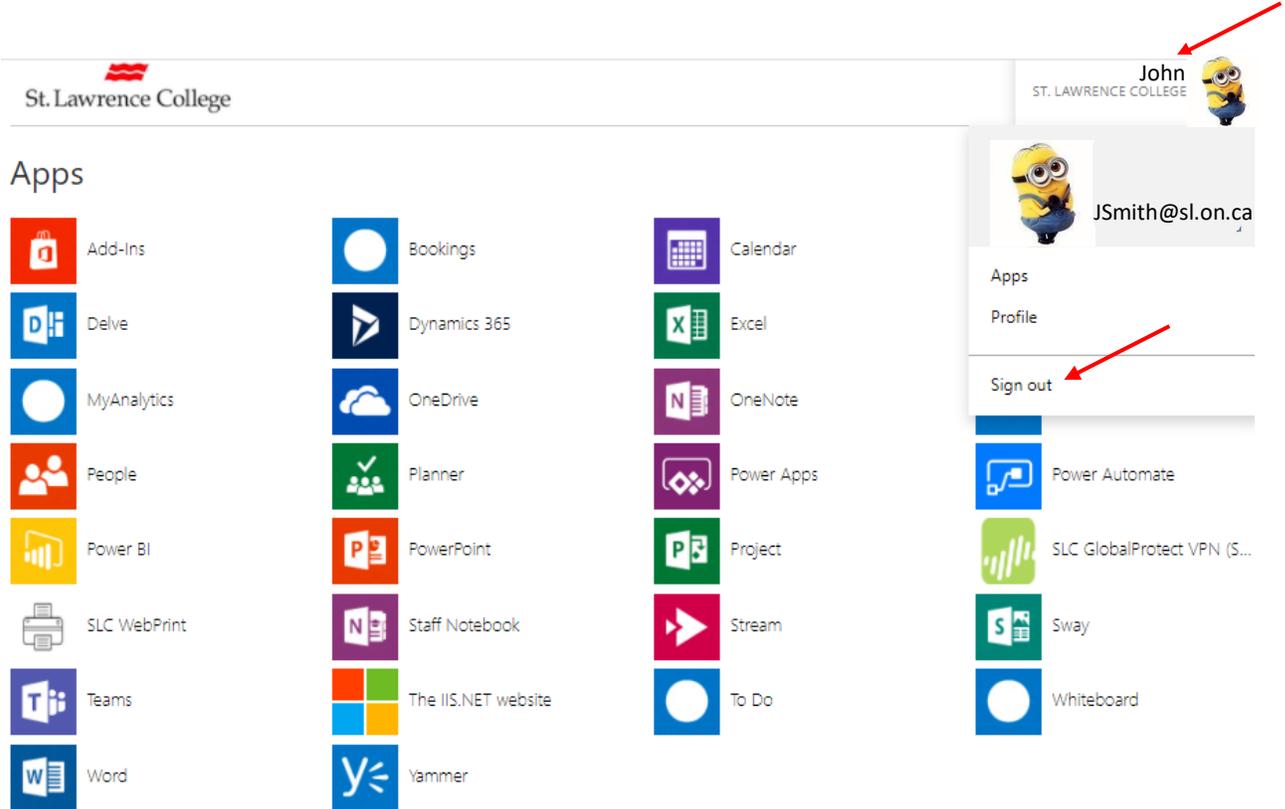
You are now finished the Registration process!



The screenshot shows a web page for St. Lawrence College. At the top left is the college logo and name. At the top right is a user profile icon labeled 'a' and a help icon labeled '?'. The main heading reads "don't lose access to your account!". Below this is a message: "Thanks! We'll use the info below to recover your account if you forget your password. Click 'finish' to close this page." There are three green checkmarks indicating successful setup: "Authentication Phone is set to +1 613" with a "Change" link; "Authentication Email is set to" with a "Change" link; and "5 Security Questions are configured" with a "Change" link. At the bottom of this section are two buttons: a blue "finish" button and a grey "cancel" button. A red arrow points to the "finish" button. The footer contains "©2020 Microsoft Legal | Privacy" on the left and "Your session will expire in 14:35" on the right.

Self Serve Password Reset

You will now be on the 'Apps' page. This page is the default Microsoft page, you are now registered in self service password reset. You can browse to slc.me or close the browser.



The screenshot displays the Microsoft 'Apps' page for a user named John Smith at St. Lawrence College. The page features a grid of application tiles and a user profile dropdown menu. A red arrow points to the 'Sign out' option in the dropdown menu.

St. Lawrence College

John
ST. LAWRENCE COLLEGE

Apps

- Add-Ins
- Bookings
- Calendar
- Delve
- Dynamics 365
- Excel
- MyAnalytics
- OneDrive
- OneNote
- People
- Planner
- Power Apps
- Power BI
- PowerPoint
- Project
- SLC WebPrint
- Staff Notebook
- Stream
- Teams
- The IIS.NET website
- To Do
- Word
- Yammer

John
JSmith@sl.on.ca

- Apps
- Profile
- Sign out
- Power Automate
- SLC GlobalProtect VPN (S...
- Sway
- Whiteboard

Forgot your Password?

So you forgot your password, now what?

1. Go to SLC.me and click on 'Forgot Password'



slc.me

PROUD TO BE
SLC

STLAWRENCECOLLEGE.CA
KINGSTON, BROCKVILLE, CORNWALL



Sign in with your SLC account or SLC email address

Sign in

Applicants: Please use your SLC account to sign in.

Students and employees: Please use your SLC account or SLC email address to sign in.

[Forgot Password](#)

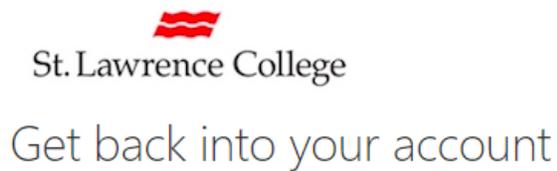
Self Serve Password Reset

Get Back into your Account

You will be prompted to enter your Microsoft account. Please enter your SLC Email Address in the format of JSmith@sl.on.ca.

You will then have to enter the characters in the picture above the second field.

Click on 'Next'.



Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Self Serve Password Reset

You can now choose one of the following processes to reset your password:

1. Email your personal email account
2. Text your cell phone
3. Call your cell phone
4. Answer your pre-registered security questions
If you choose this option, three of your questions will appear at the right.
You will need to answer the questions exactly as you submitted them. Upper/Lower case does matter.
5. Click on 'Next'



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input type="radio"/> Email my alternate email	What is your favorite food? <input type="text"/>
<input type="radio"/> Text my mobile phone	What was the name of your favorite stuffed animal? <input type="text"/>
<input type="radio"/> Call my mobile phone	What was the last name of your favorite grade school teacher? <input type="text"/>
<input checked="" type="radio"/> Answer my security questions	
	<input type="button" value="Next"/>

Create your own New Password

1. Now you will be able to create your own brand new password. It must be at least 8 characters in length. You can use letters or numbers, but you will not be able to re-use a password you've used at SLC before. Please be aware that your password is case-sensitive.
2. You will be asked to confirm your new password to be sure you didn't make a typo.
3. Click on 'Finish'.



Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish Cancel

Possible Error Messages for your new Password

1. If you try to create a new password that does not meet our Password criteria, you will get an error message. Don't forget that your new password must be at least 8 characters in length, and that you will not be able to re-use a password you've used at SLC before. Please be aware that your password is case-sensitive.
2. You will have to try to enter another password until it is accepted by the system as a valid password.



St. Lawrence College

Get back into your account

Create a new password

* Enter new password:

* Confirm new password:

This password does not meet the length, complexity, age, or history requirements of your corporate password policy.

If you do not choose a new password that meets the above parameters, you will get an error message as follows:



St. Lawrence College

Get back into your account

Create a new password

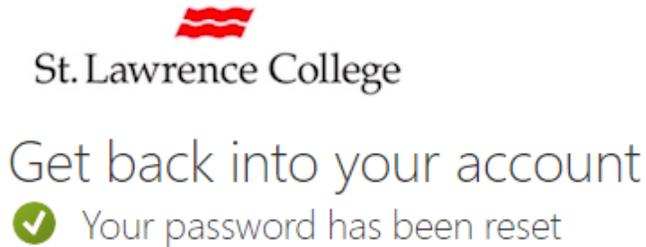
* Enter new password:

* Confirm new password:

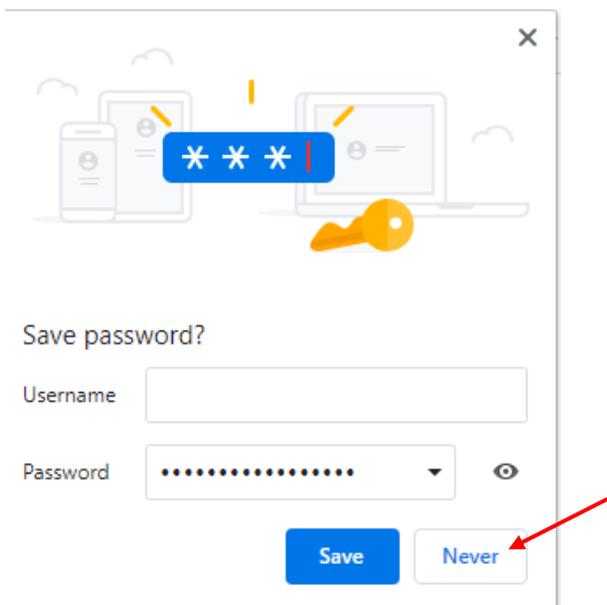
Unfortunately, your password contains a word, phrase, or pattern that makes it easily guessable. Please try again with a different password.

If you try to select a new password that is too easy to guess, the system will indicate that you need to create a stronger one:

Once you have created an appropriate password, the system will indicate that your Password has been successfully reset:



You will be asked if you want to Save password?



The screenshot shows a dialog box titled 'Save password?'. At the top, there is an illustration of a smartphone, a laptop, and a key, with a blue box containing three asterisks and a vertical line. Below the illustration, the text 'Save password?' is followed by two input fields: 'Username' and 'Password'. The 'Password' field is filled with dots and has an eye icon to its right. At the bottom, there are two buttons: 'Save' (blue) and 'Never' (white with a red border). A red arrow points to the 'Never' button.

- We recommend that you 'Never' save your SLC password on any of your devices. This includes your laptop, mobile phone, or table.
- Close your browsing session and test to see if you can get into your account with your new password.
- If you have any issues, please contact the IT Service Desk at its@sl.on.ca or x4357 (HELP).
- Note: You can only reset your password through this utility if you have previously registered to use the Self-Serve reset service.

Are you Staff/Faculty resetting your password on a Corporate Laptop?

When you change your password, the old cached login is still active on your computer.

On-Campus (With your own device or a College computer/laptop):

If you are on-campus, you will not have to take any extra steps to reset your password with your own personal device or a corporate device.

Off-Campus with your Own Personal Device:

There will be no extra steps for staff/faculty working from home on their own personal computer/laptop.

Off-Campus with Corporate Device:

Staff/faculty who reset their password while off campus and have a corporate laptop, will need to do these additional steps in order to fully reset their password: **'Lock & Unlock'**

1. Make sure you are connected to the VPN at your home office
2. As soon as you change your password, you must lock your computer by pressing 'cntrl/alt/del' and select 'Lock'. Please be aware that 'sign out' will not work; you must select Lock.
3. Unlock your computer/laptop by signing in with your new password

The lock and unlock operation refreshes the cached password and updates it with the new one. From here on, you will be able to log into your laptop with your new password.

Email Notification for Successful Password Reset

Once you have successfully reset your password, you will receive an email on your SLC account. If you receive this email notification, but you haven't actually reset your password, please contact the IT Service Desk immediately at its@sl.on.ca or x4357.

You will also notice that there is a message (in red type) reminding you to **update/remove your old passwords from your devices after you've reset your password**. Failure to do so, may end up with your account inadvertently getting locked out when your device tries to connect to WiFi/internet with your old password.

Your St. Lawrence College password has been reset



Microsoft on behalf of St. Lawrence College <msonlineserviceteam@microsoftonline.com>

To
Cc

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Password reset notification

The password on your account has recently been reset. If you performed this password reset, then this message is for your information only.

- **User ID:** JSmith@sl.on.ca

If you are not sure you or your administrator performed this password reset, then you should contact your administrator immediately.

Remember: Make sure you update all of your devices (phones, tablets, and PCs) with your new password!

Sincerely,
St. Lawrence College

This message was sent from an unmonitored email address. Please do not reply to this message.

[Privacy Contact](#)