

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.

March, 2022

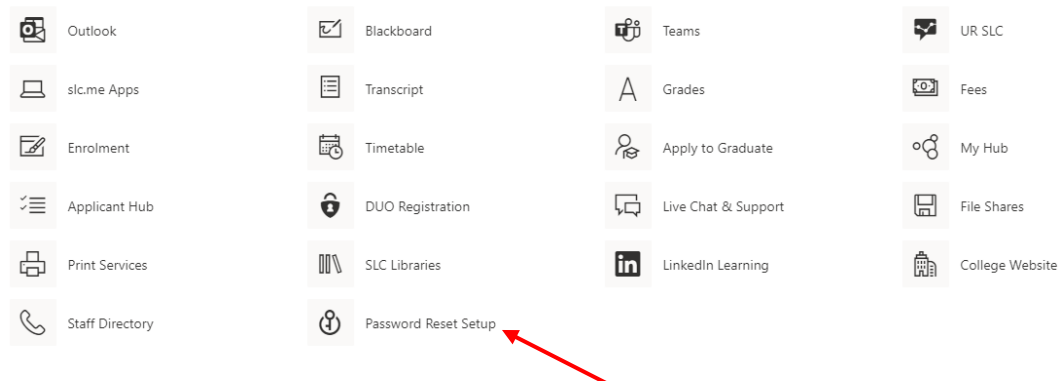
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Our Self-Serve Password Reset Service

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.



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.

don't lose access to your account!

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.

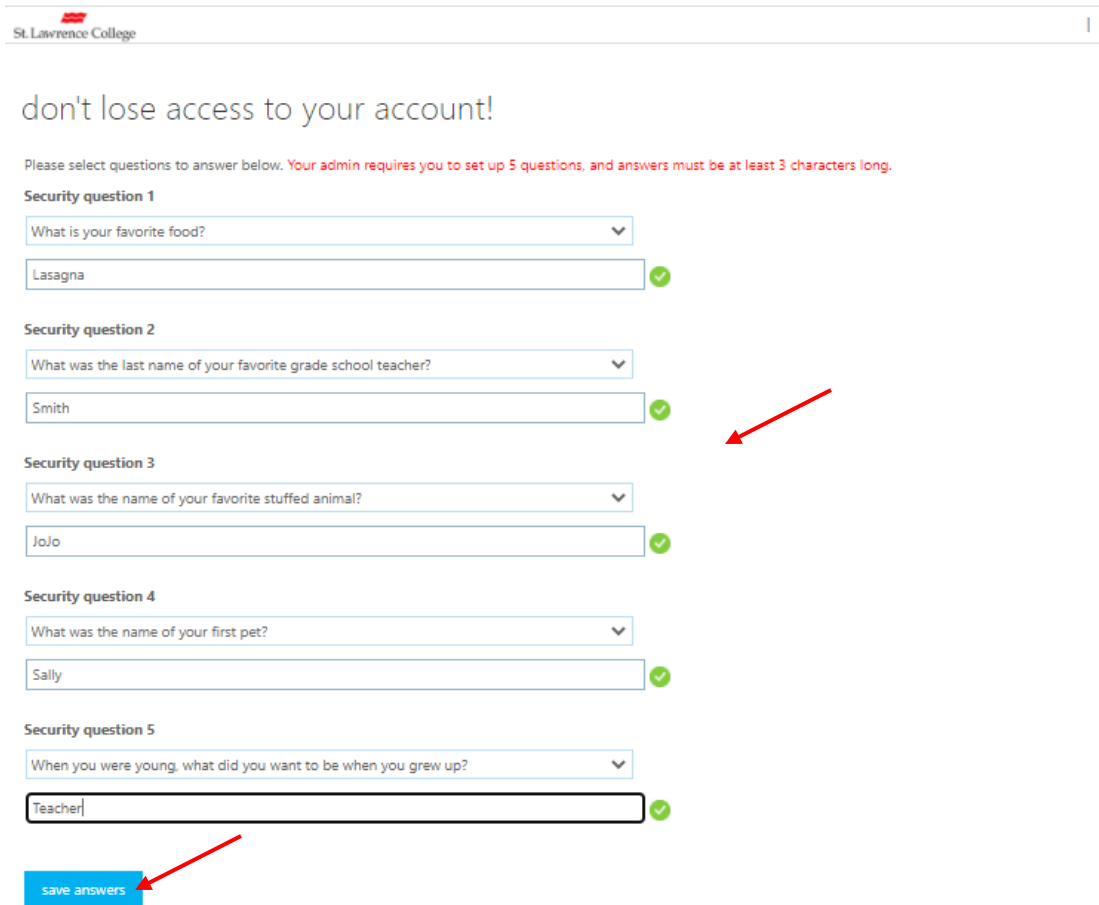
- ✓ Authentication Phone is set to +1 613- [Change](#)
- ✓ Authentication Email is set to | [Change](#)
- ! Security Questions are not configured. [Set them up now](#)

[looks good](#) [cancel](#)

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'



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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

The screenshot shows a web form for setting up security questions. It features five questions, each with a dropdown menu for the question and a text input for the answer. Each answer is followed by a green checkmark. A blue button labeled 'save answers' is at the bottom. Two red arrows point to the 'save answers' button and the second question's answer field.

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!

St. Lawrence College a | ?

don't lose access to your account!

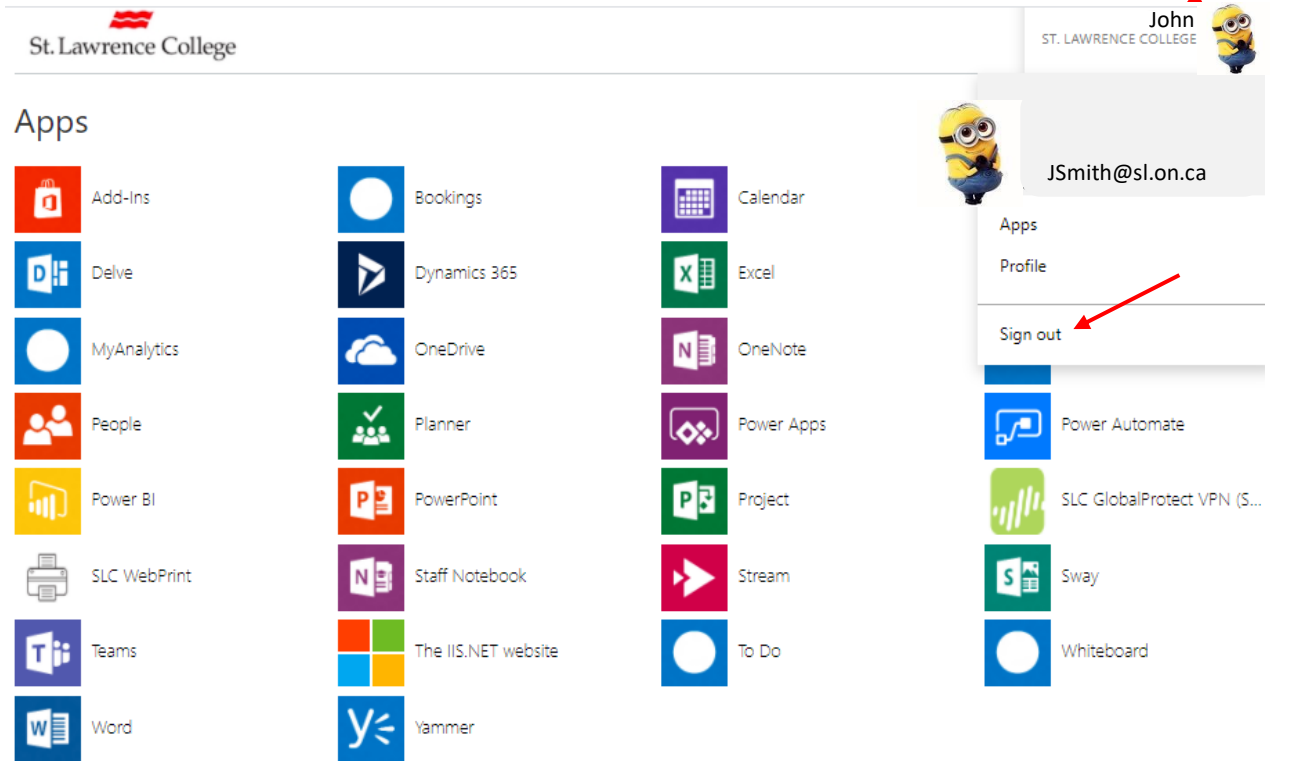
Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

- ✔ Authentication Phone is set to +1 613. [Change](#)
- ✔ Authentication Email is set to [Change](#)
- ✔ 5 Security Questions are configured. [Change](#)

©2020 Microsoft [Legal](#) | [Privacy](#) Your session will expire in 14:35

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.

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John
ST. LAWRENCE COLLEGE

Apps

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

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'.



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Get back into your account

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.
2. Your new password must follow these requirements:
 - It must be at least 12 characters in length.
 - It must include at least one upper case (capital) letter
 - one lower case letter
 - one number
 - one special character (#, \$, !, etc.)
 - 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.
 - Also be aware that our new Password Service will not allow strings of characters like abc or 222
 - Please do not include your name or email address in any part of your password
3. You will be asked to confirm your new password to be sure you didn't make a typo.
4. 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 12 characters in length. You must use at least one upper case letter, one lower case letter, one number, and one special character (#, \$, !, etc.) 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.
Also be aware that our new Password Service will not allow strings of characters like abc or 222.
2. You will have to try to enter another password until it is accepted by the system as a valid password.



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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:



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Get back into your account

Create a new password

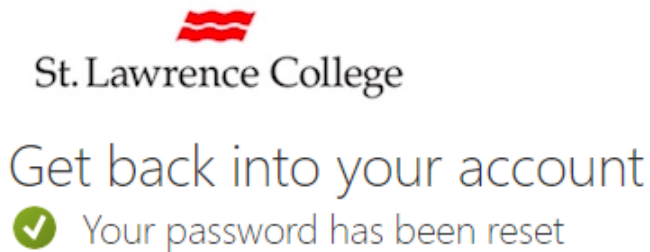
* Enter new password:

* Confirm new password:

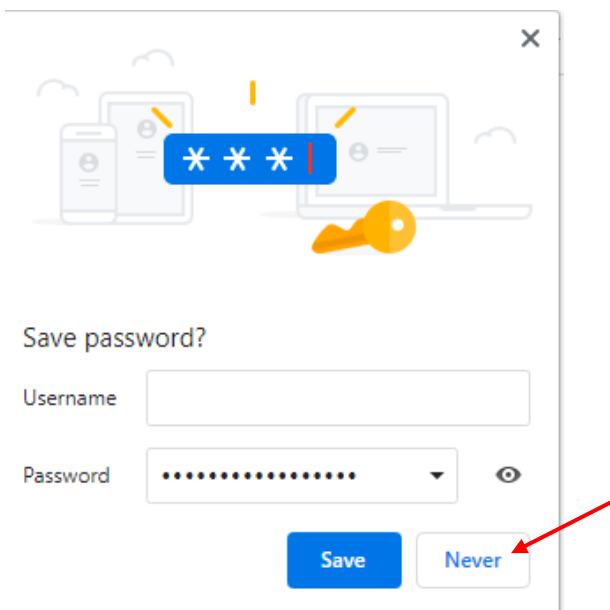
Unfortunately, your password contains a word, phrase, or pattern that makes it easily guessable. Please try again with a different password.

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 a 'Username' input field and a 'Password' input field (masked with dots). At the bottom, there are two buttons: 'Save' (blue) and 'Never' (white with a blue 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.

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](#)