

Change Your WPI Password

How to change your WPI password

There are two options you may use to reset your WPI password. For either option, **it may take up to thirty minutes** for WPI systems, including email, to allow access using your new password.

Self Service Password Reset

If you have already established your authentication methods for the Self-Service Password Reset (SSPR) feature, please navigate to the **Reset WPI Password** action to change your password.

If you are unsure if you have configured authentication methods, navigate to the *Update and Define Verification Methods* action. If authentication is not yet configured, you will be prompted to set it up.

Note:

In order to setup SSPR, you must know your password and it cannot be expired

Requirements

- Access to a non-WPI email account and a phone (mobile or office)
- Authentication Methods Configured

Note:

The links to setup verification and reset will take you to Microsoft sites.

Configure Authentication Methods

To enable this service, you must first define your verification methods. Follow instructions to *Update and Define Verification Methods* for a **Phone Number** and **Email**.

Instructions

With Verification Methods in place, you will be setup to use Self-Service Password Reset.

- 1 Go to the *Reset WPI Password* link
- 2 Enter your WPI email address where it asks for your User ID
- 3 Enter the given CAPTCHA code
- 4 Select the contact method you would prefer to use to verify your identity
- 5 Type your code provided in the box that appears and click **Next**
- 6 Input the new desired password
- 7 Confirm the new password and select **Finish**

Note:

If you chose to verify through your alternate email address, you will need to open your inbox in a new browser tab or window

On-Campus Reset

If you have established SSPR already, please use SSPR for password reset as it is the preferred method.

If you have not yet established SSPR, follow the instructions below:

- 1 Log in to a WPI machine on the ADMIN domain with your current WPI Username and Password
 - Your password must NOT be expired to complete this process.
- 2 Press CTRL+ALT+Delete together on your keyboard, and click on the **Change Password** option
- 3 In the *Old Password* field, type your current password
- 4 Enter a new password in the *New Password* field. Remember to follow WPI's Password Policy when choosing a new password
- 5 Re-type your new password in the **Confirm New Password** field
- 6 Click **OK**

Update Password Reminder

When you need to change your password, you will need to ensure that your new password is changed anywhere you may have it saved. Common locations where passwords are saved include:

- Email clients on all devices
- Canvas App
- VPN Client
- Keychain on an OSX device

Failure to update your password in all stored locations may trigger security lockout protocols.