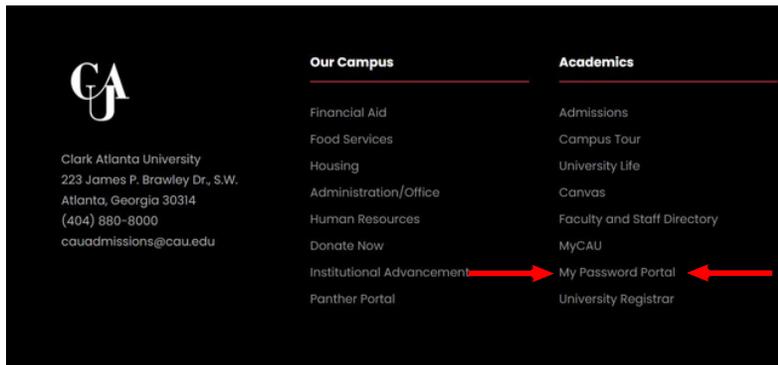




The MyPassword Portal allows you to reset your password or unlock your account without contacting the OITC Help Desk. Follow the steps below to reset your password.

1. Access the [CAU website](http://www.cau.edu) (www.cau.edu) and select **My Password Portal** located at the bottom of the page or go to the following link: <https://mypassword.cau.edu/showLogin.cc>

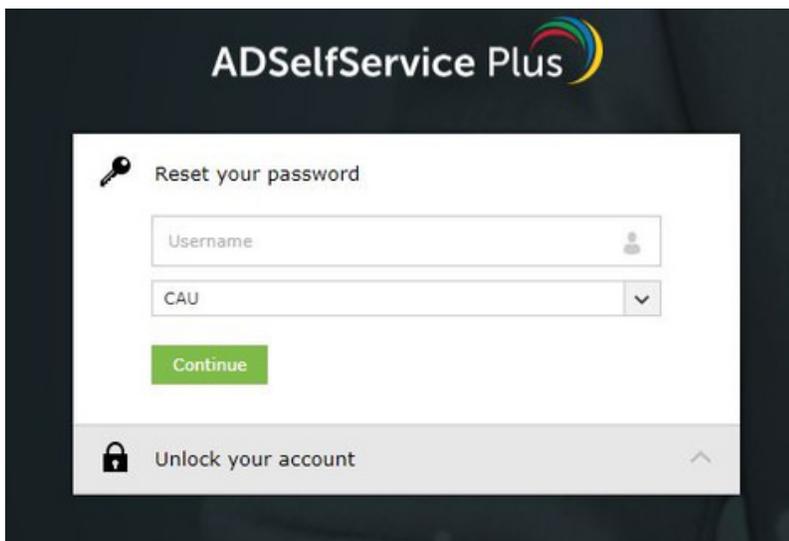


2. Enter your **Username** and click **Continue**:

Your username is the first part of your email address before the @ symbol.

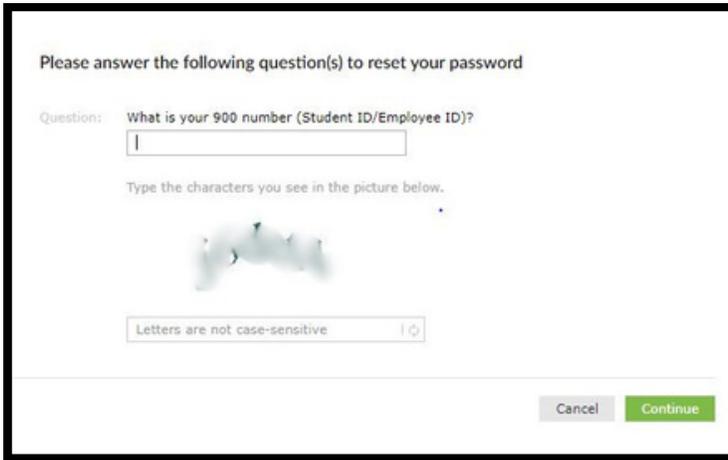
- **Faculty and Staff:** The initial of your first name followed by your last name. (Ex. JSmith)
- **CAU Students:** First name followed by a period and then your last name. (Ex. Joe.Smith)
- **Cross Registered Students:** Last name followed by a period and then your first name. (Smith.Joe)

In certain instances, a numerical digit is part of your username. Make sure to incorporate the number into your username as well.



The screenshot shows the ADSelfService Plus password reset form. The form has a title 'Reset your password' with a key icon. Below the title are two input fields: 'Username' and 'CAU'. The 'Continue' button is green. At the bottom, there is a link to 'Unlock your account' with a padlock icon.

3. Enter your 900#. Morehouse students enter your M#, and include the M. Enter the CAPTCHA code displayed. Select **Continue**.



Please answer the following question(s) to reset your password

Question: What is your 900 number (Student ID/Employee ID)?

Type the characters you see in the picture below.



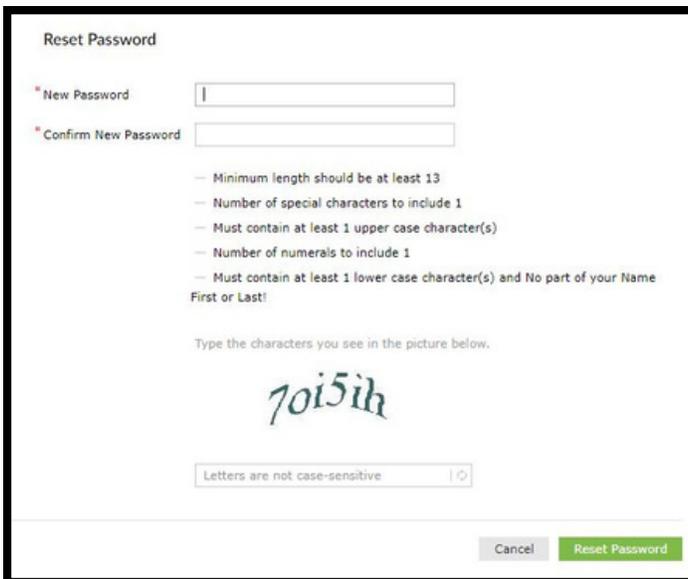
Letters are not case-sensitive

Cancel Continue

4. Create a new password. Make sure you meet the password requirements:

- at least 13 characters in length
- must contain at least one uppercase letter
- must contain at least one lowercase letter
- must contain at least one number
- must contain at least one special character (ex: @\$%!^)
- do not include your name. This includes your first, middle, or last name
- do not use any of your previous 8 passwords

Enter the CAPTCHA code and select **Reset Password**.



Reset Password

* New Password

* Confirm New Password

- Minimum length should be at least 13
- Number of special characters to include 1
- Must contain at least 1 upper case character(s)
- Number of numerals to include 1
- Must contain at least 1 lower case character(s) and No part of your Name First or Last!

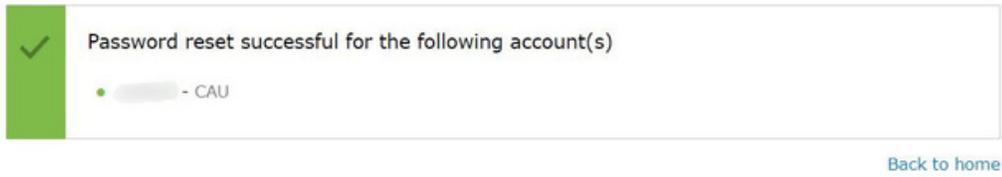
Type the characters you see in the picture below.



Letters are not case-sensitive

Cancel Reset Password

5. If your password meets the requirements you will see a message indicating that your password reset was successful.



Tips:

- You can access the MyPasswordPortal through any web browser, whether on a computer or mobile device.
- Make sure to remember your new password for future use.
- If you're working remotely, connect your device to the VPN.

Common Error Message:

The specified password does not meet password history requirements set by the administrator.



Users will encounter this error message if they use any of their previous eight passwords. Please create a new password that hasn't been used in the last eight instances.