

Password Reset Tool

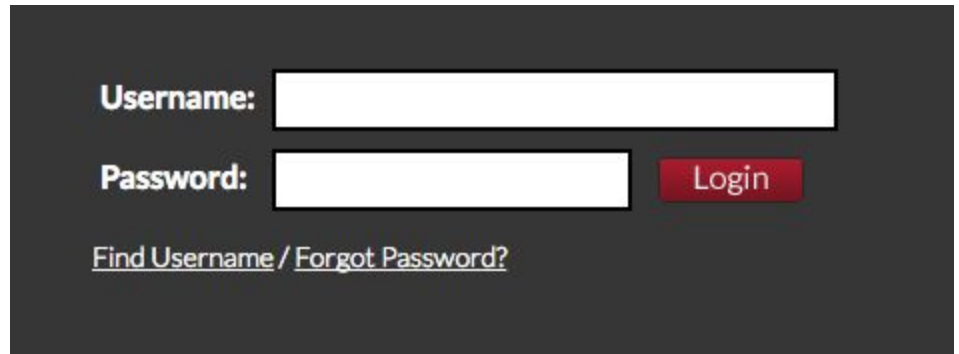
If you ever forget your network password, you can reset it online at my.sinclair.edu. Follow the instructions below to use the Password Reset Tool.

Your account will be locked after 10 failed login attempts in a 15 minute period. After 15 minutes, your account will automatically be unlocked.

NOTE: The last four digits of your SSN is required to use the Password Reset Tool. Your information being verified is using information that you provided to the Sinclair Registration.

1. Go to my.sinclair.edu

Click on the **Forgot Password?** link.

A screenshot of the my.sinclair.edu login page. It features a dark gray background. At the top, there is a white input field for 'Username:' and a red 'Login' button. Below the username field is another white input field for 'Password:'. At the bottom of the login area, there is a link that says 'Find Username / Forgot Password?'.

Username:

Password:

[Find Username / Forgot Password?](#)

2. Enter your my.sinclair **Username** and click on **Continue**

To begin, please type your username below

A screenshot of the first step of the password reset process. It shows a white input field for the username and a green 'Continue' button.

[Continue](#)

3. Enter your **First Name**, **Last Name** and the **last Four digits of your Social Security Number**.

Then click **Continue**

A screenshot of the second step of the password reset process. It shows three stacked white input fields for 'First Name', 'Last name', and 'Last 4 digits of SSN'. At the bottom, there are two buttons: a red 'Start Over' button and a green 'Continue' button.

[Start Over](#) [Continue](#)

4. Enter your **Street Address, Zip Code** and **Date of Birth**

Then click **Continue**

Street Address

Zip Code

Date Of Birth

Start Over Continue

5. Click on **Continue**

Continue

6. **Be sure to review the password requirements at the right of the screen. Your new password must meet these requirements.**

Enter your **new password**. The marks below the new password field will turn green when the criteria are met.

After your password meets the criteria, enter your password again in the **Confirm Password** field. Then click **ok**

New Password

Invalid Progress bar with 4 red dots Valid

Confirm Password

OK Cancel

The "OK" button will activate when your password is valid and identical in both boxes.

✖ Password Requirements:

- ✖ 8 characters or greater with no spaces or apostrophes
- ✖ Your password cannot contain your Username, first or last name

✖ Must include three out of four:

- ✖ At least one lowercase character (a-z)
- ✖ At least one uppercase character (A-Z)
- ✖ At least one number (0-9)
- ✖ At least one special character with no spaces or apostrophes

Note: The requirement for changing your password every ninety days will continue with the complex password requirements.

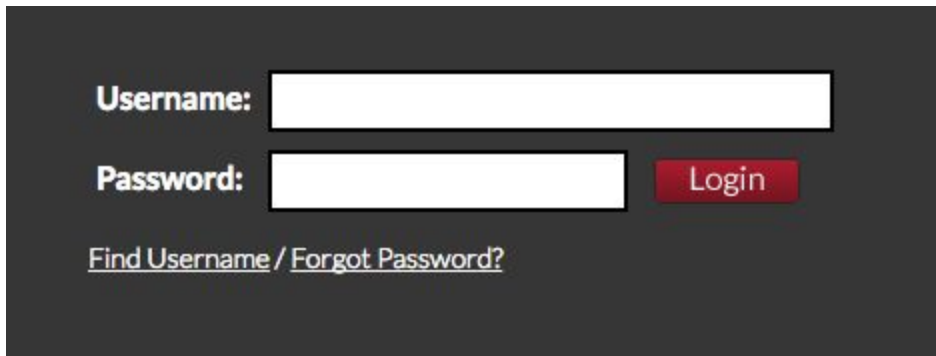
7. You will see this screen. **NOTE:** Be sure to close the browser window to clear all temporary files and caches.



You have successfully changed your password!

Please close this browser window to ensure all temporary files and caches are cleared.

8. Log into my.sinclair.edu with your new password

A dark gray login form with white text. It contains two input fields: 'Username:' followed by a long white text box, and 'Password:' followed by a shorter white text box. To the right of the password box is a red button with the word 'Login' in white. Below the input fields is a link that reads 'Find Username / Forgot Password?'.

Questions or comments, contact the IT Help Desk at 937-512-HELP (4357) or at helpdesk@sinclair.edu