

Changing Your Password

Using the Email Account Utility to Reset Most Ithaca College Passwords

Overview

This web-based utility allows you to change most Ithaca College-related passwords when they have reached their maximum life of 120 days. This includes the passwords for Webmail, Blackboard, myHome, Web Profile Manager (WPM), and Oracle Calendar. This utility will not reset any of your passwords for HomerConnect, Novell, or any of the Oracle Business Applications.

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Resetting Your Password

To change your password, go to <https://web2.ithaca.edu/passwords/index.php>. Log in with your username and current password. When you have finished entering the required fields select **Log In**.

Figure 1. Email Account Utility Login

Do not click reset my password unless you have forgotten your password. Please see the If You Forget Your Password section of this Quick Guide.

Once you have logged in select **Change Your Password**.

Follow the directions on the following screen to ensure the security of your password. Then enter your new password twice and select **Continue** to complete the process.

Once your password has been reset, log out of the password utility. Your Ithaca College passwords have now been reset.

If You Forget Your Password

If you have forgotten your password go to the same website listed under the Resetting Your Password section of this Quick Guide.

1. Instead of logging in with your email username and password, click the **Reset My Password** link.
2. Type in your email username and Ithaca College ID number and click **Continue**.
3. There are three security questions that you must answer correctly; these questions were set up by you at the time you initially created your password. Once all three questions have been answered, click **Continue**.
4. On the subsequent screen follow the directions to ensure the security of your password. Then enter your new password twice and select **Continue** to complete the process.

For More Information

For additional help or questions, contact the ITS Helpdesk at helpdesk@ithaca.edu or 607-274-3282.

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