

# Changing Your Password

Using the Netpass Manager to Reset Most Ithaca College Passwords

## Overview

This web-based account manager 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 account manager 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 Netpass username and current password. When you have finished entering the required fields select **Log In**.

Figure 1. Netpass Account Manager

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 Netpass username and password, click the **Reset My Password** link.
2. Type in your Netpass 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

A variety of support services are available from ITS if you would like additional help:

Computer training on a variety of topics is available to faculty, staff, and students at no charge through the Technology Learning Center (TLC). Check out the current TLC training schedule online at <https://www.ithaca.edu/its/workshops>

Online documentation and tutorials on IC-supported computing software and systems are available at <https://www.ithaca.edu/its/trainindoc>

Frontline computing support is available through the ITS Helpdesk in 104 Job Hall; send e-mail to [helpdesk@ithaca.edu](mailto:helpdesk@ithaca.edu) or call 607-274-1000.

Backline consulting support is available in the Technology Learning Center, room 101 Friends Hall.

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## Quick Guide