

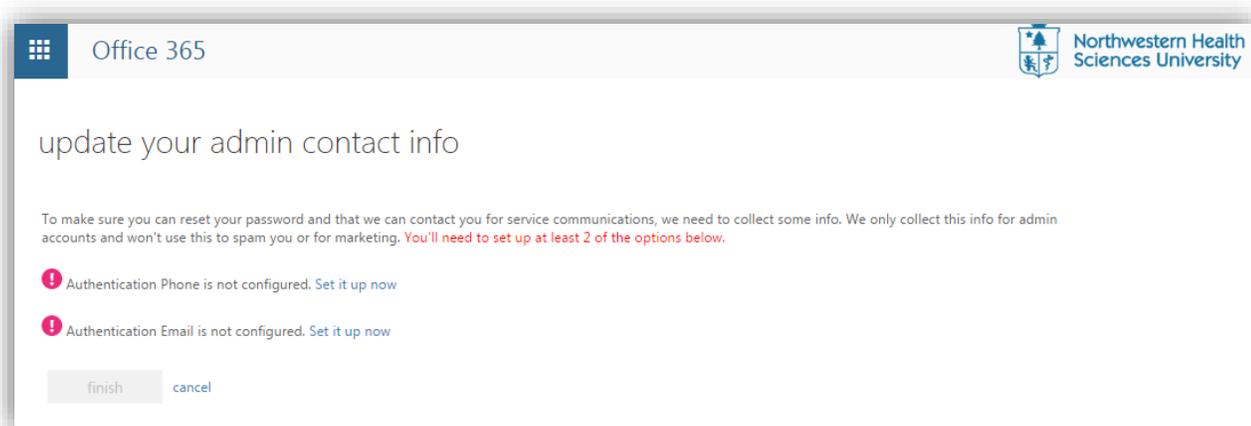


## Password How To's

- [Register for the Password Reset Service](#)
- [Change your Password](#)
- [Forgot Your Password? Here Are the Steps to Get Back In](#)

## Registering for the Password Reset Service

1. Go to <https://www.nwhealth.edu/passwordsetup> and login...
  - **For Students:**  
Use your full NWSU email address and network password (This is the same password you use to log into Centricity. If you have never used Centricity then use your student ID number.) to log in.
  - **For Faculty and Staff:**  
Use your full NWSU email address and network password (This is the same password you use to log into your work computer) to log in.
2. Choose one of the two options to be used for unlocking your account. You can sign up for as many of the options as you want, but you must choose at least one.
  - Authentication phone (a mobile phone where a reset code can be called or texted to you)
  - Authentication email (a secondary email address where a reset code can be sent to you)



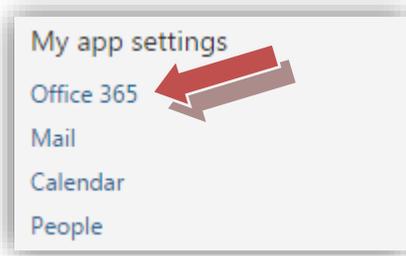
3. Once you have chosen your option(s), you are enrolled in the password reset service. You are encouraged to choose a new password.

*Contact the IT Services Helpdesk at the Lab or call 952-888-4777 ext 357 with questions or for more information.*

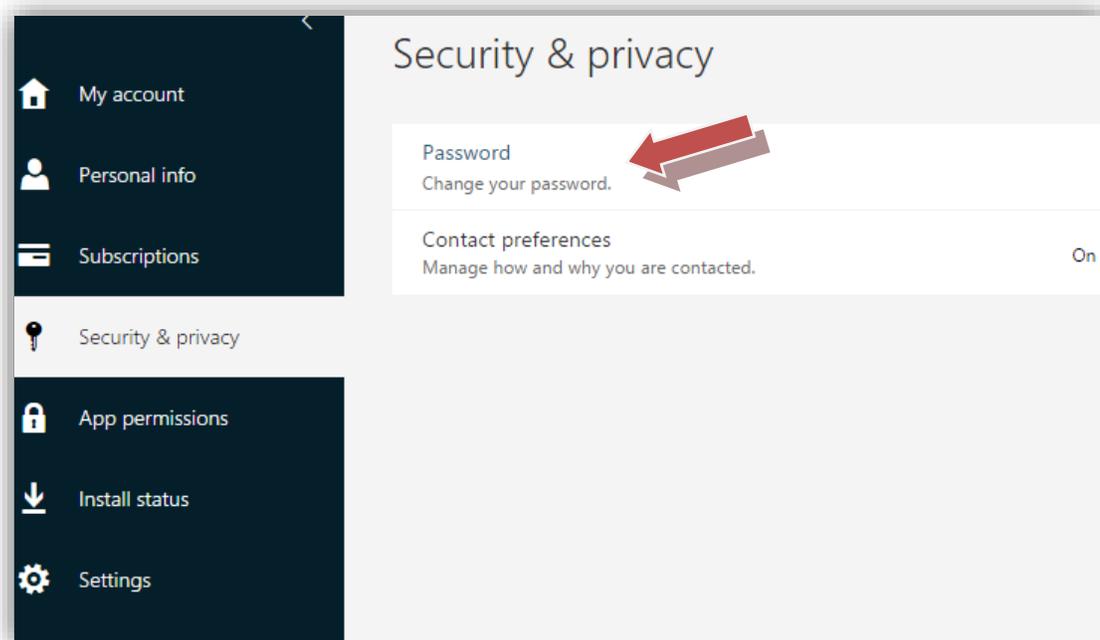
# Changing Your Password

1. Go to <http://mail.nwhealth.edu> and login
  1. **For Students:**  
Use your full NWHHSU email address and network password (This is the same password you use to log into Centricity. If you have never used Centricity then use your student ID number.) to log in.
  2. **For Faculty and Staff:**  
Use your full NWHHSU email address and network password (This is the same password you use to log into your work computer) to log in.

2. Click on the Sprocket  in the upper right side of the screen.
3. Click on **Office 365** Settings.



4. Click **Change Password**



5. Type your current network password in the **Old password** field.

## change password

**User ID**

cgjohnson@nwhealth.edu

**Old password**

**Create new password**

**Confirm new password**

submit

cancel

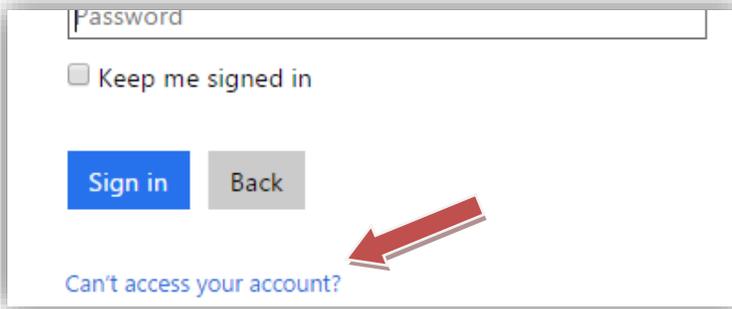
6. Choose a strong password for your new password. The password must be at least 8 characters long and must include characters from at least three of the following categories: Uppercase letters, lower case letters, numbers, and special symbols. Do not use words contained in your username. [More on password requirements and recommendations.](#)
7. Click **Submit** and you have successfully changed your password for email and network. **Please note: there may be a 30-second delay for your password to be changed throughout the system.**

**Note:** This process will not sync your eNW (Intranet) password at this time. Continue to use what you were using on that site, and if you need to have it reset, choose a password reset option located below the eNW login box.

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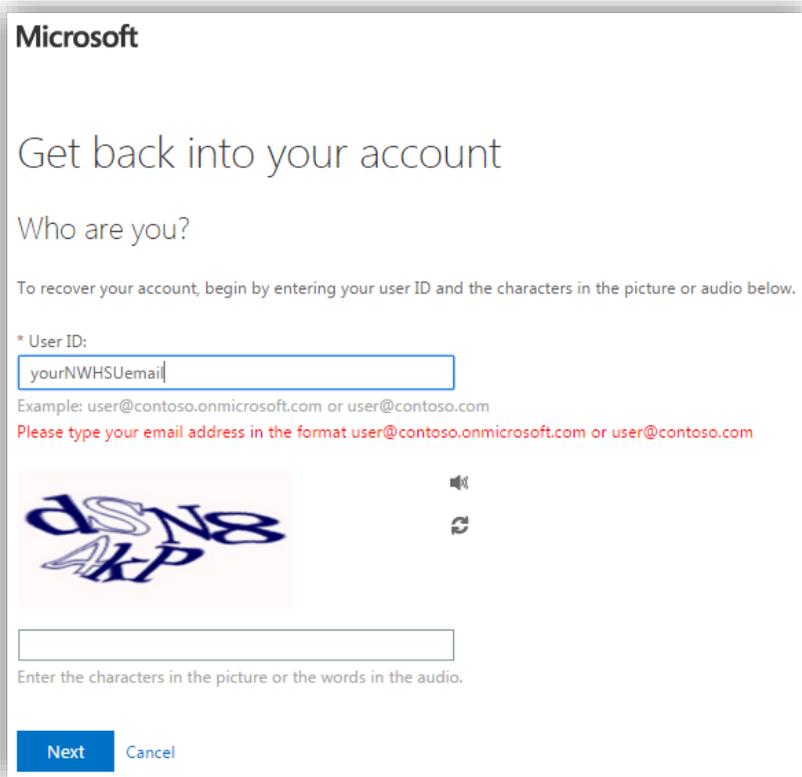
# Forgot Your Password? Here Are the Steps to Get Back In

1. Go to <http://mail.nwhealth.edu>.
2. Type your full NWSU email address in the **User ID** field or select your account from the list.
3. Click **Can't access account?**



A screenshot of a login interface. At the top is a text input field labeled "Password". Below it is a checkbox labeled "Keep me signed in". There are two buttons: a blue "Sign in" button and a grey "Back" button. At the bottom left, there is a blue link that says "Can't access your account?". A red arrow points from the right towards this link.

4. Type the Captcha code in the field provided (it is not case-sensitive). If you are unable to read it, click the refresh symbol for a new code, or click the audio symbol to have a code read to you. Click **Next**.
5. To verify your identity, you will be asked to enter the information for the verification step you chose when you registered for the password reset service. This will consist of your phone number (you can choose to be called or texted), or alternate email address.
6. Enter the verification code you receive and click **Next**.



A screenshot of the Microsoft account recovery page. The Microsoft logo is at the top left. The main heading is "Get back into your account". Below that is the question "Who are you?". A sub-heading reads: "To recover your account, begin by entering your user ID and the characters in the picture or audio below." There is a text input field for the user ID with the placeholder text "yourNWSUemail". Below the field are examples: "Example: user@contoso.onmicrosoft.com or user@contoso.com" and a red instruction: "Please type your email address in the format user@contoso.onmicrosoft.com or user@contoso.com". Below the text is a CAPTCHA image showing the letters "dS N8" and "AKP" in a stylized font. To the right of the image are icons for audio and refresh. Below the CAPTCHA is another text input field. At the bottom are "Next" and "Cancel" buttons.

7. Choose a strong password for your new password. The password must be at least 8 characters long and must include characters from at least three of the following categories: Uppercase letters, lower case letters, numbers, and special symbols. Do not use words contained in your username. [More on password requirements and recommendations.](#)

Reset your password

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

\* Enter new password:  
  
Password strength

\* Confirm new password:

**Finish** Cancel

A strong password is required. Strong passwords are 8 to 16 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username.

8. Click **Finish**. You have successfully changed your password for email and network. **Please note: there may be a 30-second delay for your password to be changed throughout the system.**

**Note:** This process will not sync your eNW (Intranet) password at this time. Continue to use what you were using on that site, and if you need to have it reset, choose a password reset option located below the eNW login box.

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