



How to Enroll in Self-Service

To enroll in self-service to reset or unlock your password in the future, go to <http://mypassword.union.edu>
The following dialog box will appear:

Union College Academic Domain/Umail Password Self-Service

Welcome to the Union College Academic Password Self-Service Center. This system allows you to change your password and unlock your account, even if you have forgotten your password.

- Enroll**
Do this first! - Setup your self-service access.
You must enroll into this system before you can use it to reset your password or unlock your account. Enrollment is a one-time process and takes only a few minutes, however you can return to the enrollment process at any time to change your questions and answers. [Enroll now](#)
- Change**
Select this option if you know your current password and would like to change it. [Change password](#)
- Reset**
Select this option if you have forgotten your password and would like to reset it. [Reset password](#)
- Unlock**
Your account may become locked if the wrong password is entered too many times during login. Select this option to unlock your account. [Unlock account](#)

Enroll – The Academic Password Self-Service Center gives you the ability to create a personal profile that will allow you to validate your identity by answering a series of questions to which you have previously provided unique, personal answers. You must **Enroll** in the system first before you can use it to reset your password or unlock your password if you have inadvertently forgotten it. You must know your **current** password in order to enroll for the first time.

Click on the **Enroll** link.

You will be brought to a window where you can set your personal profile (see below)

Enter your assigned username and current password. Choose three questions and provide personal answers that you will remember.

Enroll

Enter your User name and Password to confirm your identity. You cannot enroll if you have forgotten your password, or if your account is locked. If this is the case, please call Information Technology Services at (518-388-6253) to have your password reset.

Use the question and answer fields to choose and answer some questions about yourself. You should choose questions that only you know the answers to. You will need to answer these questions again to reset your password or unlock your account.

User name:

Password:

Question 1:

Answer:

Question 2:

Answer:

Question 3:

Answer:

Once you have successfully enrolled in the Academic Password Self-Service Center (see below), click on the button to return to the **Main menu**.

Finished

Your enrollment is complete. You can now use this system to reset your password and unlock your account. You can change your enrollment details at any time by completing the enrollment form again.

NOTE: You cannot use the Reset or Unlock options until you enroll in the system.

If you need assistance, please contact the Academic Help Desk at 518-388-6400.