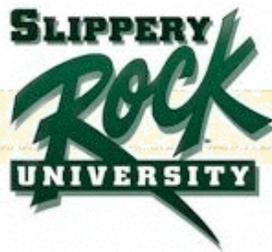


# Slippery Rock University Account Self-Service Portal

The self-service portal is a user accessible website for managing your SRU network user account. The site can be accessed by visiting the link <http://password.sru.edu> and you should see the screen below in your browser. If you have never used the maintenance tool before; the first thing you should do is [Configure the Maintenance Tool](#). Otherwise you can select one of the following options:

[Change Your Password](#)

[Use the Maintenance Tool](#)



**WELCOME TO THE USER ACCOUNT MAINTENANCE PORTAL!**

**Please select from the options below:**

- [Change Your Password](#)
- [Configure the Maintenance Tool](#)  
**To perform maintenance on your account, you must run the configuration program first.**
- [Use the Maintenance tool](#)  
**Use the maintenance tool if you are having trouble accessing your account.**

The first thing you need to do is configure the maintenance tool for your use. You can do this by clicking the link ***Configure the Maintenance Tool***.

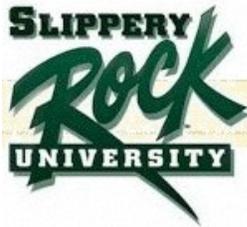


## WELCOME TO THE USER ACCOUNT MAINTENANCE PORTAL!

Please select from the options below:

- [Change Your Password](#)
- [Configure the Maintenance Tool](#)  
To perform maintenance on your account, you must run the configuration program first.
- [Use the Maintenance tool](#)  
Use the maintenance tool if you are having trouble accessing your account.

You are then requested to enter your username and password. The username is your SRU e-mail address and the password is your current network logon password. Then click the Log On button. This may take a few seconds to authenticate you, so please be patient.



**YOU MUST FIRST LOG ON TO USE THIS FEATURE**

**Email Address:**  (Email address in form of USERNAME@SRU.EDU)

**Password:**

Click [Here](#) to return to the home page.

If you enter the wrong username or password you will see the following screen. Please re-enter your username and password. Remember usernames are your full e-mail address and that passwords are case specific. Then click the Log On button again.



**YOU MUST FIRST LOG ON TO USE THIS FEATURE**

**THE ACCOUNT INFORMATION ENTERED COULD NOT BE VALIDATED.**

**Email Address:**  (Email address in form of USERNAME@SRU.EDU)

**Password:**

Click [Here](#) to return to the home page.

When you are authenticated the following screen will appear. Fill in all the requested information on the screen. For the 4 digit pin, please enter something that you will remember. Select one of the 4 predefined questions, you can select a different question by clicking on the arrow head at the end of the question. Enter the answer to the predefined question in the next entry box. Next create your own unique question and type it in the entry field provided. You are limited to 60 characters for the question so please keep it short but informative. Lastly enter the answer to your unique question in the space provided. Then click the submit button.



## WELCOME TO THE ACCOUNT MAINTENANCE CONFIGURATION TOOL

You are logged in as: **username@sru.edu** [\[Sign Out\]](#)

### Please complete the information requested:

Please enter a 4 digit PIN number:

Please enter a 4 digit number you will remember

Select a question to be asked when using the tool:

What is/was your mother's maiden name? ▾

Enter the answer to the selected question

30 character max

### Additionally, please define a unique question and answer:

Your unique question to be asked:

60 character max

Provide the answer to your unique question:

30 character max

Once you click the submit button you should see the following screen confirming that your pin and personal question/answers were stored to the database. You are now able to use the tool for account maintenance.



## SUBMISSION CONFIRMATION

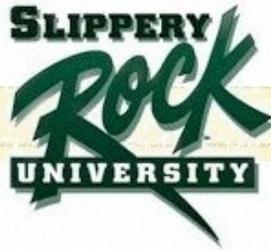
Thank you for submitting your personal information.

Your responses have been written to the database for use with the account self-service application and for verifying your identity when calling your local help desk.

If you wish to use the Account Self-Service application, please click [here](#).

To return to the Account Self-Service home page click [here](#).

To change your password, please click on the link ***Change Your Password*** link on the webpage, as shown in the screen below.

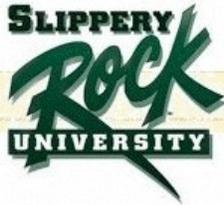


## WELCOME TO THE USER ACCOUNT MAINTENANCE PORTAL!

Please select from the options below:

- [Change Your Password](#)
- [Configure the Maintenance Tool](#)  
To perform maintenance on your account, you must run the configuration program first.
- [Use the Maintenance tool](#)  
Use the maintenance tool if you are having trouble accessing your account.

You are then requested to enter your username and password. The username is your SRU e-mail address and the password is your current network logon password. Then click the Log On button. This may take a few seconds to authenticate you, so please be patient.



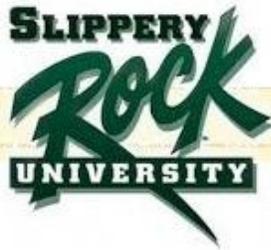
**YOU MUST FIRST LOG ON TO USE THIS FEATURE**

**Email Address:**  (Email address in form of USERNAME@SRU.EDU)

**Password:**

Click [Here](#) to return to the home page.

If you enter the wrong username or password you will see the following screen. Please re-enter your username and password. Remember usernames are your full e-mail address and that passwords are case specific. Then click the Log On button again.



**YOU MUST FIRST LOG ON TO USE THIS FEATURE**

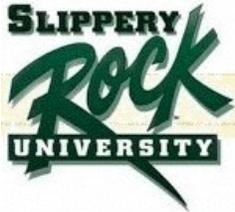
**THE ACCOUNT INFORMATION ENTERED COULD NOT BE VALIDATED.**

**Email Address:**  (Email address in form of USERNAME@SRU.EDU)

**Password:**

Click [Here](#) to return to the home page.

Once authenticated you are asked to enter your new password as shown in the screen below. Enter your new password in the first entry field. Then retype your password in the confirmation field. Please notice the password requirements section on the screen. Your password must meet these minimum requirements or the system will not change your password. Now click on the Change Password button. This may take a few seconds to process the change password request, please be patient.



## ACCOUNT MAINTENANACE: CHANGE PASSWORD

You are logged in as: **username@sru.edu** [\[Sign Out\]](#)

**Enter your new password below and click the Change Password button**

### Password Change Requirements:

1. Password must be at least 8 characters in length
2. Must be different than your previous 3 passwords

Choose your new password:

Confirm your new password:

If you receive an error message like the one shown in the image below. Please click on the link to return to the homepage and try again.



## ACCOUNT MAINTENANCE: CHANGE PASSWORD

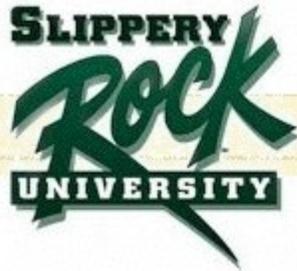
### **ERROR**

Your password could not be changed.  
Make sure your password meets the requirements and try again.  
If the problem continues, contact your support desk.

**Note:** You can only change your password once in a 24 hour period.

Click [Here](#) to return to the home page.

Upon successfully changing your password you should see the following screen. Please click on the red Sign Out link. Notice that the change may take up to 15 minutes to take effect.



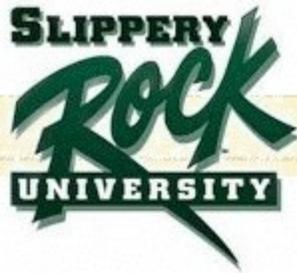
## ACCOUNT MAINTENANCE: ACCOUNT ADMINISTRATION

You are logged in as **username@sru.edu**. [\[Sign Out\]](#)

### Success!

Your password has been reset.  
This action may take up to 15 minutes to take affect.

Before using this feature, it is required you follow the steps called “Configure the Maintenance Tool.” To use the Maintenance Portal, please click on the link **Use the Maintenance Portal**. As seen in the following screen.

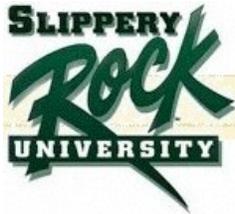


## WELCOME TO THE USER ACCOUNT MAINTENANCE PORTAL!

Please select from the options below:

- [Change Your Password](#)
- [Configure the Maintenance Tool](#)  
To perform maintenance on your account, you must run the configuration program first.
- [Use the Maintenance tool](#)  
Use the maintenance tool if you are having trouble accessing your account.

Enter your full SRU e-mail address and your 4 digit pin that you created, when you configured the tool, in the appropriate fields. Then click on the Submit button.



### HAVING PROBLEMS WITH YOUR ACCOUNT?

Using this system, you may perform the following tasks:

- If you have forgotten your password, you can have it reset.
- If your account is currently locked out, you may unlock it.

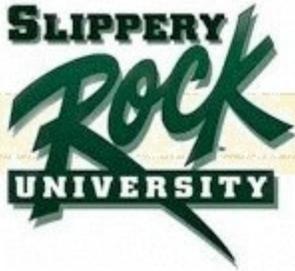
To get started with the service, answer the following questions:

**What is your email address?**  
Please enter address in form of  
USERNAME@SRU.EDU

**What is your PIN?**

Click [Here](#) to return to the home page.

If you enter the wrong 4 digit pin, you will receive an error screen like the one below. You may try to enter the correct information again by clicking on the link "Click Here to try again" or you can return to the home page of the site by clicking on the link "Click Here to return to the home page"



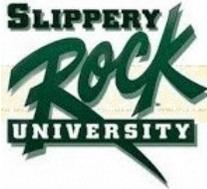
## ACCOUNT MAINTENANCE: ACCOUNT ADMINISTRATION

**THE ENTERED PIN WAS INCORRECT.**

Click [Here](#) to try again.

Click [Here](#) to return to the home page.

If your username and pin are accepted you will see the following screen. You have 3 options to choose from, which are: Reset your password, Remove the account lockout, or validate your responses to the questions. Select the appropriate action you would like to do by clicking the radio button in front of your choice. Then answer the 2 questions that you defined when you configured the tool. Lastly click on submit to authenticate your responses.



## ACCOUNT MAINTENANCE: ACCOUNT ADMINISTRATION

Welcome to the Account Maintenance portal **username@sru.edu** . [\[Sign Out\]](#)

### What action would you like performed on your account?

- Reset my password
- Do not reset my password -- only remove the account lockout condition
- Validate my responses only -- No action performed

### Please provide answers to the following questions:

**What is/was your mother's maiden name?**

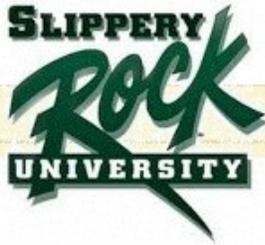
**lost at home?**

Clear Form

Submit

Click [Here](#) to return to the home page.

If either of your answers to the questions were incorrect you will see the screen below. Please click the back button to try entering the answers to your questions again.



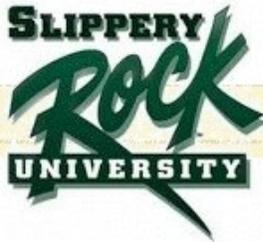
## ACCOUNT MAINTENANCE: ACCOUNT ADMINISTRATION

You are logged in as **username@sru.edu**. [\[Sign Out\]](#)

### **Error!**

Your answers could not be validated. Use your browsers back button to try again.

When your answers to the questions are authenticated; the screen below will be displayed. Enter your new password in the first entry field. Then retype your password in the confirmation field. Please notice the password requirements section on the screen. Your password must meet these minimum requirements or the system will not change your password. Now click on the Reset Password button. This may take a few seconds to process the change password request, please be patient.



## ACCOUNT MAINTENANCE: ACCOUNT ADMINISTRATION

You are logged in as **username@sru.edu**. [\[Sign Out\]](#)

**Your answers have been validated. You may now reset your password by entering a new one below.**

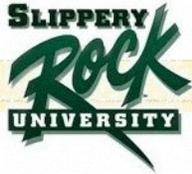
**Enter a new password:**

**Confirm your new password:**

### **Password Change Requirements:**

1. Password must be at least 8 characters in length
2. Must be different than your previous 3 passwords

You may receive an error message like the one shown in the image below. This is caused by the 2 passwords not matching or your password did not meet the minimum requirements. Please notice the password requirements section on the screen. Your password must meet these minimum requirements or the system will not change your password. Please enter your new password in the first entry field. Then retype your password in the confirmation field. Now click on the Reset Password button.



## ACCOUNT MAINTENANCE: ACCOUNT ADMINISTRATION

You are logged in as **username@sru.edu**. [\[Sign Out\]](#)

### Error

Your account could not be reset. Make sure your new password meets the requirements and try again. If the problem continues, contact your local help desk.

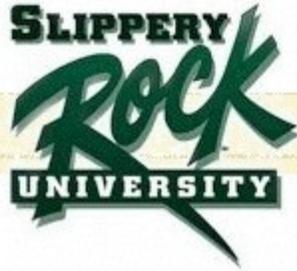
Enter a new password:

Confirm your new password:

### Password Change Requirements:

1. Password must be at least 8 characters in length
2. Must be different than your previous 3 passwords

Upon successfully changing your password you should see the following screen. Please click on the red Sign Out link. Notice that the change may take up to 15 minutes to take effect.



## ACCOUNT MAINTENANCE: ACCOUNT ADMINISTRATION

You are logged in as **username@sru.edu**. [\[Sign Out\]](#)

### Success!

Your password has been reset.  
This action may take up to 15 minutes to take affect.