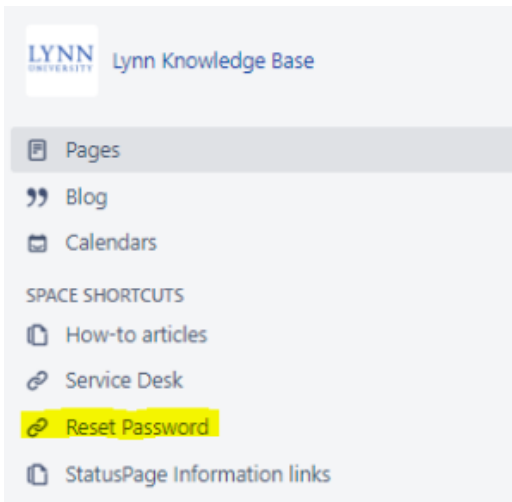


# Reset your Lynn account password

!!!!NOTE !!!! When you change your password, you will need to also change your password on any mobile device that has your email associated with it. For example, your Lynn University provided iPad or your mobile phone, if you configured email on that device.

## Step-by-step guide

1. On the top left menu of the knowledge base select the reset password shortcut



2. Or visit the reset password page at <https://ssrpm.lynn.edu/>
3. You'll be presented with two options.
  - Forgot your password. Use this option if you **forgot your password** and would like to reset it. You'll need to confirm your identity by first answering your security questions. **Continue with step 5.**
  - Change your password i. Use this option **if you know your existing password** and you would like to change it or received a notification that your password is about to expire. **Continue with step 7.**

Please choose between one of the options below:

### [Forgot or Expired password?](#)

Use this option if you have **forgotten** your password or if it has **expired** and you would like to reset it. You'll need to confirm your identity by first answering your security questions.

### [Change your password](#)

Use this option if you **know your existing** password and you would like to change it or you have received a notification that your password is **about to expire**.

4. If **you know your existing password** and you would like to change it or received a notification that your password is about to expire, click on **Change your password**.

## [Change your password](#)

Use this option if you **know your existing** password and you would like to change it or you have received a notification that your password is **about to expire**.

5. Enter your **username and password**. [Continue with step 10](#).

## Logon

Please provide your username and password.

User:

Password:

A<sup>4</sup>T26

[Refresh](#)

Write the characters in the image above:

[Continue](#)

[Back](#)

6. **Forgot or expired password:** Click **Forgot or Expired password** link

## [Forgot or Expired password?](#)

Use this option if you have **forgotten** your password or if it has **expired** and you would like to reset it. You'll need to confirm your identity by first answering your security questions.

7. Enter your **Lynn account username** and type the **security phrase** as shown in the CAPTCHA image and click continue.

# Forgot Your Password

\*\*\*\* If you are a NEW STUDENT and you do not know your username [CLICK HERE](#).

Please provide your username below.

User:

A5SKO

Refresh

Write the characters in the image above:

Continue

Back

## 8. Answer the **security questions** and click **continue**

# Answer Security Questions

Please answer all questions and provide a new password to reset your password.

User : jdoe

Question 1:

In what town was your first job?

Answer:

Question 2:

What is your maternal grandmother's maiden name?

Answer:

Question 3:

What was the name of your first stuffed animal?

Answer:

Continue

Back



9. Enter your **new password**


## Password Reset

Please enter your new password

User: jdoe

Your new password must meet the following requirements:

-  The password must be at least 8 characters long.
-  Use characters from at least three of the following categories:
  - A, B, C, ... Z
  - a, b, c, ... z
  - 0, 1, 2, ... 9
  - !, \$, #, %, ...


 Do not use words contained in your username

Please enter your new password:

Confirm your new password:

**Continue**

**Back**

 As you start to type in your new password and it meets the password complexity requirements, you will notice that the red X's will turn into Green Check Marks. Refer to the recommendations next to each of the password complexity requirements to help you.

10. Once all check marks are green you can click the **Continue** button to set your new password.

## Password Reset

Please enter your new password

User: jdoe

Your new password must meet the following requirements:

- ✓ The password must be at least 8 characters long.
- ✓ Use characters from at least three of the following categories:
  - A, B, C, ... Z
  - a, b, c, ... z
  - 0, 1, 2, ... 9
  - !, \$, #, %, ...
- ✓ Do not use words contained in your username

Please enter your new password:

Confirm your new password:

**Continue**

**Back**

11. **Congratulations!** You have now reset your password successfully

## Reset Password

Congratulations!

You have successfully reset your password!

**Okay**



### Related articles

- [Quick Start Guide for New Students](#)
- [Lynn Account](#)
- [Quick Start Guide for New Employees](#)
- [Lynn University Account Setup \(Students Only\)](#)
- [Reset your Lynn account password](#)

