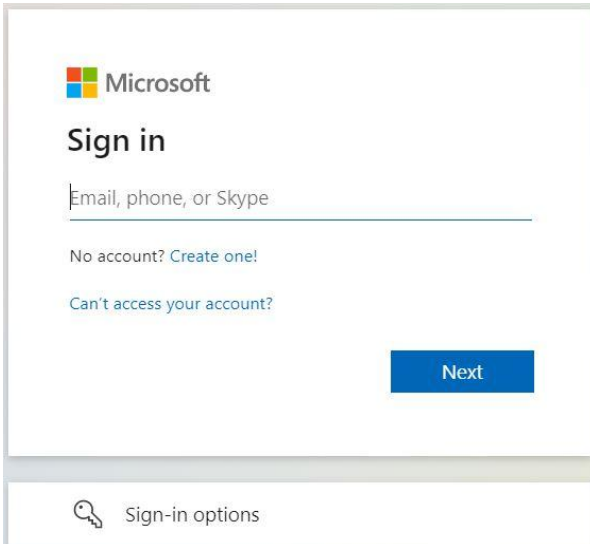


This documentation will demonstrate the process of registering for the Siena College Password Reset Portal. Following successful registration, a user will be able to use the Password Reset Portal to (1) change their password when they already know their password, (2) reset their password when they do not know their password.

**You MUST be registered for the Portal before you can change your password!**

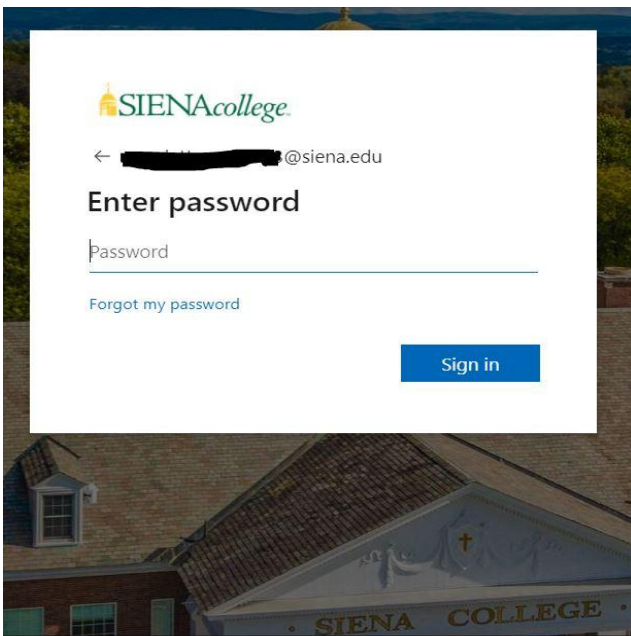
### **Signing in at the Siena College Password Reset Portal**

1. Open any web browser and go to the Siena ITS Password Reset Page at <https://www.siena.edu/password> Choose the **Register your account in the Password Reset Portal** option.
2. The page you are first presented will not have any Siena logos. Siena is using a Microsoft-based tool for password reset. You will be prompted to Sign in and enter a e-mail address for the site. Enter your Siena College username with the @siena.edu and click **Next** to continue.



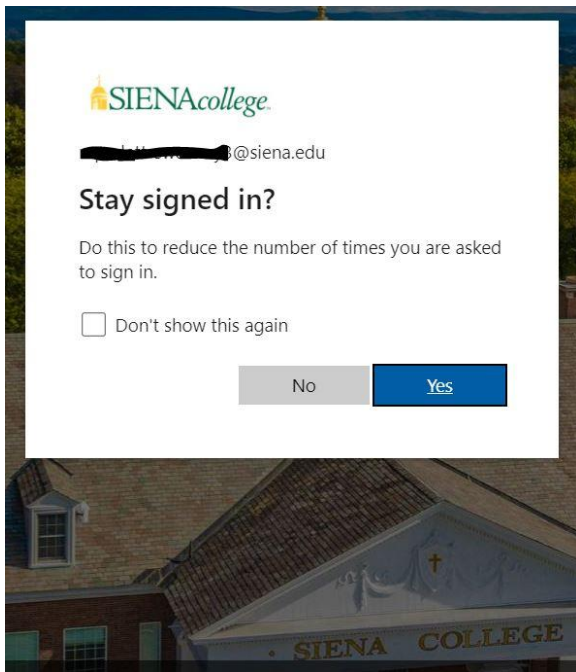
The screenshot shows the Microsoft Sign in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. There is a text input field with the placeholder text "Email, phone, or Skype". Below the input field, there are two links: "No account? Create one!" and "Can't access your account?". At the bottom right of the main content area is a blue button labeled "Next". At the bottom left, there is a key icon and the text "Sign-in options".

3. You will be brought to the Siena College login page. Enter your password associated with your username and click **Sign In** to continue.

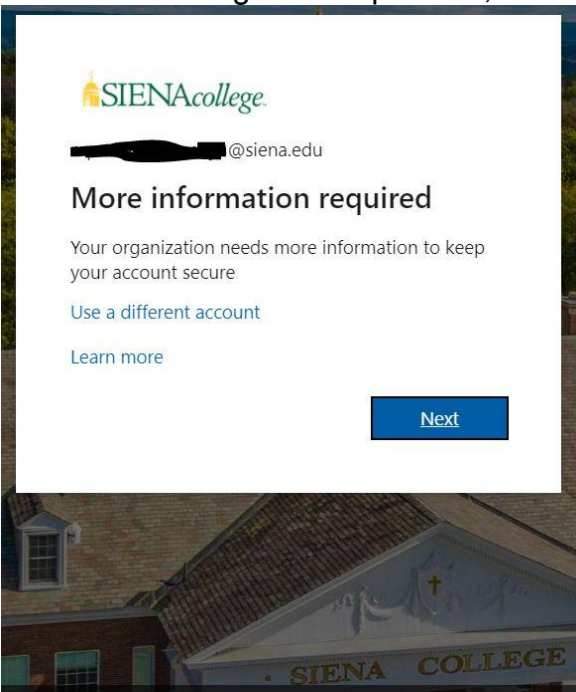


The screenshot shows the Siena College login page. At the top left is the Siena College logo. Below it, there is a back arrow and a text input field containing a redacted email address followed by "@siena.edu". Below the input field, the text "Enter password" is displayed. There is a text input field with the placeholder text "password". Below the input field, there is a link "Forgot my password". At the bottom right is a blue button labeled "Sign in". The background of the page shows a building with a sign that reads "SIENA COLLEGE".

4. You will be prompted to choose a yes or no option regarding staying signed in. If you are using a personal device, clicking **Yes** is an acceptable option. However, if you are using a public device, we recommend clicking **No** for security.



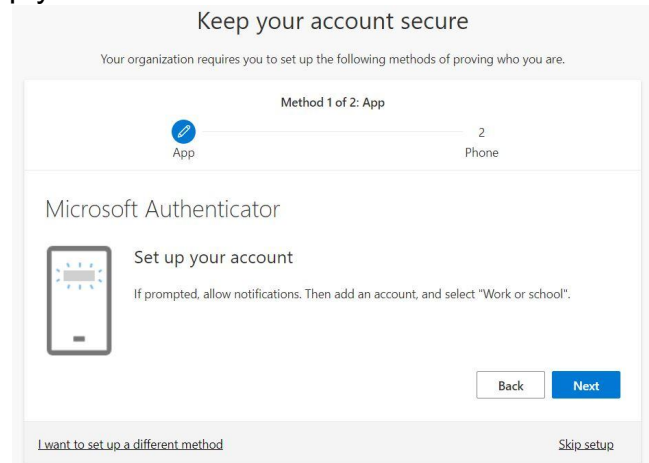
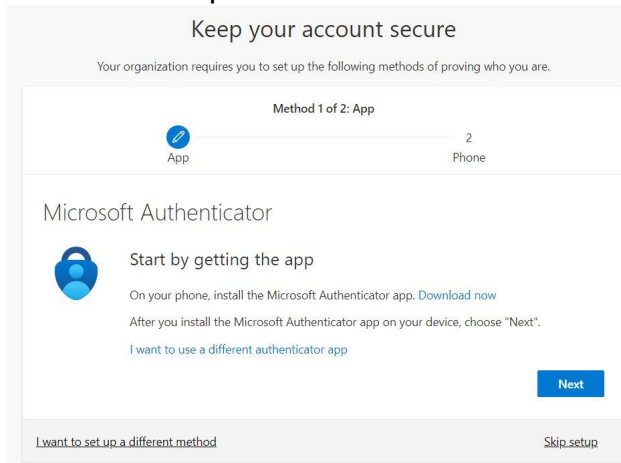
5. To continue with the registration process, additional information is required. Click **Next** to continue.



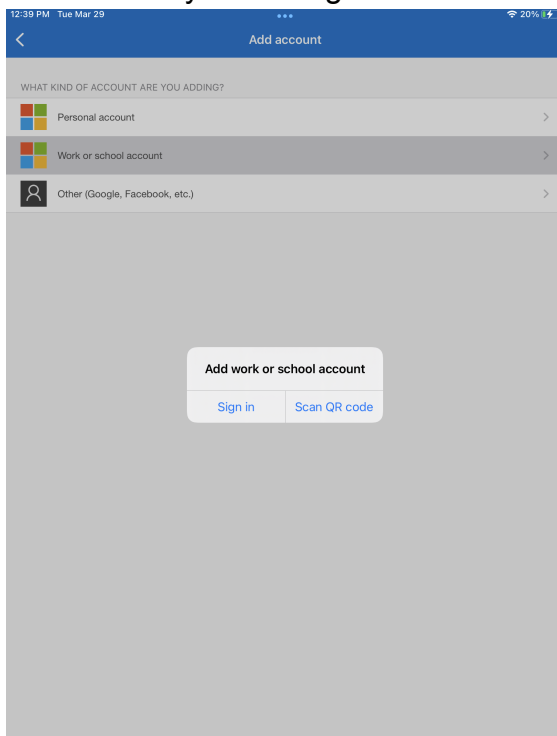
## Configuring Primary Verification Method

1. You will be required to set up two methods of verification. Generally, the recommended method that you are presented with first is the Microsoft Authenticator App method. This requires a smartphone capable of downloading the Microsoft Authenticator app. If you are not presented with this method first, click on **I want to set up a different method** in the bottom left corner of the window and choose **Authenticator App** from the drop down menu. (If you already have an authenticator app on your smartphone, you may use that. The setup process for a 3rd party authenticator app will differ from the steps presented in this guide)

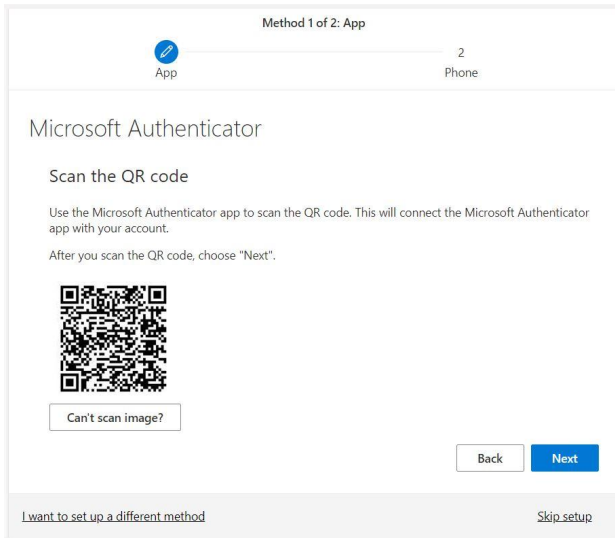
Please be careful to download the "**Microsoft Authenticator**" and not some advertised 3rd party app. After downloading the Microsoft Authenticator App from your smartphone's App store, click **Next** to continue the process. Then click **Next** to set up your account.



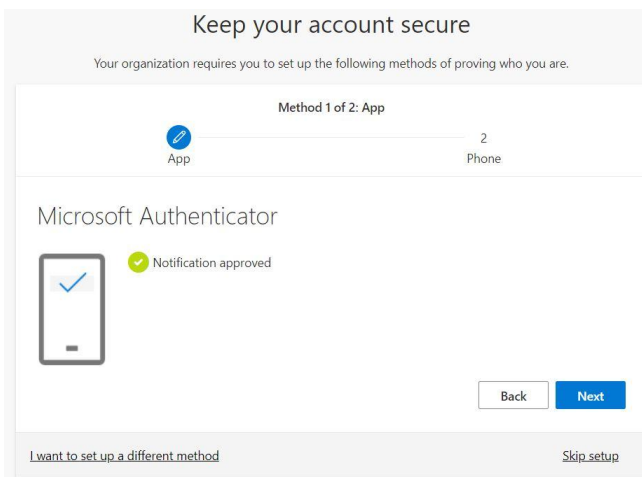
2. Open the Microsoft Authenticator app on your device. If prompted, choose to allow notifications. Choose to add an account and choose **Work or school account** then choose the option for **Scan QR code**. You may need to grant access for the Authenticator App to use your camera.



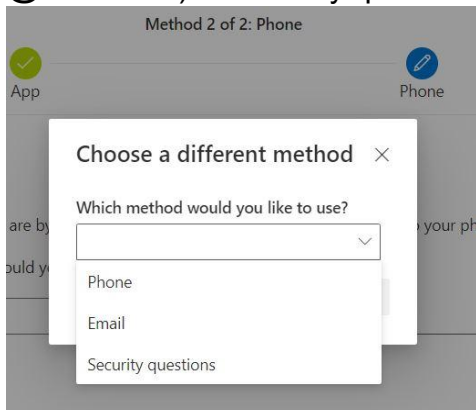
3. From the Microsoft Authenticator app, scan the QR code on the screen with your smartphone's camera. Then click **Next** at the Password Reset Portal webpage to continue.



4. The system will then test the connection and require that you tap **Approve** in the Microsoft Authenticator app on your smartphone. After successful approval click **Next** to continue the process.



5. You'll then be required to set up one additional method of verification. You will initially be prompted with the option to receive a text message or a phone call. You can choose this recommended method of verification or you can click **I want to set up a different method** in the bottom left corner to choose another method. Other acceptable methods include e-mail to an alternate e-mail address (non @siena.edu) or security questions.



## Configuring Secondary Verification Method(s)

The second recommended method of verification is Phone. To configure a phone method, enter your phone number with area code and click **Next**. You will then receive a text message or a phone call, depending on your choice. Provide the code as requested on the next screen and click **Next** to complete the process.

The screenshot shows the 'Keep your account secure' screen. At the top, it says 'Your organization requires you to set up the following methods of proving who you are.' Below this, there's a progress indicator for 'Method 2 of 2: Phone', with 'App' marked as complete and 'Phone' as the current step. The main heading is 'Phone'. Below it, a sub-heading says 'You can prove who you are by answering a call on your phone or texting a code to your phone.' There's a question: 'What phone number would you like to use?'. Below this is a dropdown menu set to 'United States (+1)' and an input field for 'Enter phone number'. There are two radio buttons: 'Text me a code' (selected) and 'Call me'. A small note says 'Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.' At the bottom right is a 'Next' button. At the bottom left is a link 'I want to set up a different method' and at the bottom right is a link 'Skip setup'.

The screenshot shows the 'Keep your account secure' screen after successful phone verification. The progress indicator now shows 'App' as complete and 'Phone' as complete. The main heading is 'Phone'. Below it, a green checkmark icon is followed by the text 'SMS verified. Your phone was registered successfully.' At the bottom right is a blue 'Next' button. At the bottom right is a link 'Skip setup'.

To configure an e-mail method, click **I want to set up a different method** in the bottom left corner. Then choose **Email** from the drop down list. Enter an alternate non @siena.edu email address and click **Next**. You will then receive an email sent to your alternate e-mail address containing a verification code. Enter that code and click **Next** to complete the process.

The screenshot shows the 'Keep your account secure' screen for configuring an email method. The progress indicator shows 'Method 2 of 2: Email', with 'App' marked as complete and 'Email' as the current step. The main heading is 'Email'. Below it, a sub-heading says 'What email would you like to use?'. There's an input field for 'Enter email'. At the bottom right is a 'Next' button. At the bottom left is a link 'I want to set up a different method' and at the bottom right is a link 'Skip setup'.

To configure Security questions, click **I want to set up a different method** in the bottom left corner. Then choose **Security questions** from the drop down list. Answer the five security questions. Your answers must be longer than three characters and not be repeated. Click **Next** to complete the process.

The screenshot shows the 'Keep your account secure' screen for configuring security questions. The progress indicator shows 'Method 2 of 2: Questions', with 'App' marked as complete and 'Questions' as the current step. The main heading is 'Security questions'. Below it, there are five dropdown menus, each labeled 'Select a question'. At the bottom right is a 'Done' button. At the bottom left is a link 'I want to set up a different method' and at the bottom right is a link 'Skip setup'.

Once you've completed this your enrollment is complete. Click **Done** and close the window.

## Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Done

App Phone

### Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

**Default sign-in method:**

- Phone  
+1 518 [REDACTED]
- Microsoft Authenticator

**Done**

If you encounter problems registering with the Password Reset Portal or changing your password, please contact the ITS Helpdesk.

**Faculty, Staff, or Administrators** call 518-782-6000; **Students** call 518-786-5000  
Or e-mail [helpdesk@siena.edu](mailto:helpdesk@siena.edu)