Managing Student Network and Email Accounts

Manage your network account
You may change your network password by using the Self Service Reset Password Management (SSRPM) system. This system also allows you to retrieve your password if you forget it. You will be required to change your password at least once a year. You should enroll into SSRPM and reset your password as soon as possible after receiving your network login information.

1. Enroll in Self Service Reset Password Management (SSRPM)
   b. Click on the ‘Enroll into SSRPM’ button.
   c. Enter your username and original password. Enter colbys for the domain and click the ‘Continue’ button.
   d. Next, select your challenge questions and answers. You will be required to select three questions. These questions allow you to retrieve your password if you forget it.
   e. When you are done entering your answers, click on the ‘enroll’ button.

2. Change your network password
   a. Click the ‘Home’ button to return to main screen then click on ‘Reset your password’.
   b. Enter your username, enter colbys for the domain and click the ‘Continue’ button.
   c. Answer your three challenge questions from step 1 above.
   d. Enter a new password. Passwords must be complex for security purposes.

   Your new password has to meet the following minimum requirements:
   - Must be at least eight characters long
   - Must also contain three of the following four items:
     - Upper Case Letter (e.g., A, B, C)
     - Lower Case Letter (e.g., a, b, c)
     - Number (e.g., 1, 2, 3)
     - Special Character (e.g., *, @, !, &, #)

   e. Click the ‘Close’ button to exit the SSRPM system.

Manage your email account

1. Go to [http://www.colby-sawyer.edu/information/index.html](http://www.colby-sawyer.edu/information/index.html) and click on the ‘Student Email - MS Live@EDU link’ or navigate to [http://www.outlook.com](http://www.outlook.com) in your web browser.
2. Use your email address and your original password to login.
3. Enter the correct language and time zone “(GMT-05:00) Eastern Time (US & Canada)”.  
4. Change your email password – it may or may not match network password.
   a. Click on ‘Options’ in the upper right hand corner then ‘See All Options’.
   b. Click on ‘Change your password’. Click on the Password ‘Change’ link in the Account Security section.
   c. You are given the option to enter account information and security information. This will make it easier to re-activate your account in the event that you forget your password or your account gets locked.

5. You may sign out and back in.