Successfully Changed Password, Cannot Connect to E-mail

If you have enrolled in SSRPM and changed your password, but cannot connect to your e-mail, the next step to try is to change your password a second time.

Please go to the Colby-Sawyer Web Gateways page at:
http://www.colby-sawyer.edu/information/index.html

Click on the link:
Self Service Password Reset Management

Now click on “Reset your password”.

Enter your “User name” here and click “Continue”.
You will then be prompted to answer your three challenge questions and then enter a new password. (remember the new password has to meet our minimum requirements which are listed on this page).

Those requirements are that the password has to be at least eight characters long (it can be longer). It must also contain three of the following four items:

- Upper Case Letters (Example A B C D …)
- Lower Case Letters (Example a b c d …)
- Numbers (Example 1 2 3 4 …)
- Special Characters (Example ! & # …)

Your new password must be different from your previous 4 passwords.

After you have answered the three questions, and entered the new password twice, click on “Reset Password”.

If you get an error of “Incorrect Password”, click on “Retry” and enter a new password; remember that the system is very touchy and may require a more complex password.

When you have successfully changed your password you can click “Close”.

You can now use your new password to login to your email. Please follow the instructions found in your packet in a document labeled “Steps for first time login to Outlook Live email”.

## Self Service Reset Password Management

**Question 1**: What is your maiden name?

**Answer**: 

**Question 2**: What is your partner’s date of birth?

**Answer**: 

**Question 3**: What is your favorite color?

**Answer**: 

The password must be at least 8 characters long. It should contain at least three of the following categories: Uppercase, Lowercase, Numbers, Special Characters. Do not use words contained in your answers.

Please enter your new password: 

Confirm your new password: 

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Congratulations!

You have successfully reset your password.

- Home
- Close
If you still cannot connect to your email, try changing your password a third time.
If you are still having trouble after the third try, please call the Helpdesk at 603-526-3800.