

# Your Questions. Our Solutions!

INFORMATION TECHNOLOGY HELP 660.562.1634

## Resetting Your Password Using Your Campus-issued Laptop

These instructions are not applicable for non-University computing equipment.

To reset your password with the self-service password management software you must first be enrolled in the self-service password management system. Enrollment automatically occurs the first time you log into a campus-issued laptop.

To reset your password using your campus-issued laptop do the following:

- Turn on your campus-issued laptop computer.
- When the Windows page appears, simultaneously press down the **Ctrl, Alt** and **Delete** keys on your keyboard.
- Click the **OK** button to accept Northwest technology policies.
- Click on **Click to Reset Northwest Password** in the lower left of the screen.
- Enter your **Northwest Network Account** username.  
—This is not your 919#, but is your “s” number. Example: s500500
- Click the **Next** button.

Northwest self-service password reset

Please enter your user name.  
NOTE: user names are not case sensitive.

User name:

Enter your Northwest username. Example: s123456

NOTE: this step may take a couple of minutes to complete, please be patient after clicking Next.

- Enter a new **Northwest Network Account** password in the Password field.  
—Your new password must meet Northwest password **criteria** requirements.
- Confirm your new password by retyping it again in the appropriate field provided. Do not do anything with the check boxes!

Northwest self-service password reset

Please select the actions you want to perform:

Reset password:  
New password:   
Confirm password:

Unlock account  
 Password never expires

- Click the **Next** button.
- Enter the answers to your security questions in the appropriate text boxes.

Northwest self-service password reset

Please answer the following questions to verify your identity.  
NOTE: Answers are not case sensitive.

Question 1: What is your all-time favorite sports team?  
Answer:

Question 2: What was the name of your first school?  
Answer:

- Click the **Finish** button.
- The screen will seem to “freeze” for a few minutes. Wait. You will then receive a successful reset password message.