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.
- 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!
- Click the Next button.
- Enter the answers to your security questions in the appropriate text boxes.
- Click the Finish button.
- The screen will seem to “freeze” for a few minutes. Wait. You will then receive a successful reset password message.