Registering Q&A Profile with Password Manager:

Visit https://password.yu.edu to access the password manager portal, enter email address and the CAPTCHA random characters displayed on the screen:

On next screen, click on “My Question and Answer Profile” to setup Question and Answer Profile

Next screen will prompt for AD password associated with the account:
From the dropdown menu on next screen, choose your desired question and provide an answer.

Next section will prompt to answer two mandatory questions. A valid cellphone number is required.

Helpdesk operators may view your answers to the following questions.

Question: What is your cell phone number? (enter numbers only, no dashes or spaces)
Answer:
Confirm answer:

Question: What is the name of your favorite elementary / primary school?
Answer:
Confirm answer:
In case of a user needing helpdesk’s assistance to recover their account, helpdesk personnel will ask for the phone number, validate if this matches with what user entered during the profile registration and will call back on that number to complete the support ticket.

One-time required Profile Registration is complete and confirmation email is sent to user.

The following menu is shown when “Go to home page” is clicked, or next time user logs in. User now will have the ability to change or reset password and unlock their accounts.

1. **My Questions and Answers Profile**
   Configure your personal Questions and Answers profile that will allow you to reset your forgotten password and unlock your account in the future.

2. **Forgot My Password**
   Set your new password by answering a series of private questions.

3. **Manage My Passwords**
   If you know your current password, you can securely change all your passwords.

4. **My Notifications**
   Select events that you want to be notified about, such as when your password is changed or your account is unlocked.
Changing Password using Password Manager:

visit [https://password.yu.edu](https://password.yu.edu) to access the Password Management Site

Main menu is displayed.

**Manage my Password:** Change password if current password is known. User will be prompted for current password, upon successful authentication user will be able to choose a new password. System will enforce complexity requirements on the new password.
Forgot My Password: Reset password by answering secret question used during profile registration.

Next screen asks for a new password. System will enforce a complex password to be used:

Once a password is entered that matches the complexity criteria, system will allow user to proceed.

Once password is successfully changed, a confirmation page will be shown and an email will be sent to user’s email address.