Self Service Password Reset

1. In browser address bar (do not use search) type changemypassword.regiscollege.edu

2. Type in user name for xxx123@regiscollege.edu

3. Then type your last known good password. (If you do not know this password please follow steps in appendix A.)
4. You will be asked to reenter the user name and current Password and then your new Password.

The new Password should follow the guidelines below. (You cannot use previous passwords)

- Password must be 8 characters long and must contain 3 of the following 4 items
  - Upper case letter
  - Lower case letter
  - Number
  - Special Character (!@#$% ect)

5. If successful you will receive a notice password has been changed. Wait about 15 minutes to log into email.
Appendix A:

- We can reset your password to the one on your original account letter. If you do not have it there are four ways to get another copy of your account letter:

1. Stop by the ITS Helpdesk at College Hall 131 with a photo ID and we can give you a copy of your account letter.
2. Fax a copy of your photo ID to us at 781-768-7344 and we can fax you a copy of your account letter. Your fax to us must include; a copy of your photo ID, a return fax number, your name (clearly legible please) and a contact phone number.
3. We can mail a copy to your home address on file.
4. You can FaceTime with the Helpdesk - you will need to show us your photo ID then we can share your account letter with you over the video call. Please call the Helpdesk at 781-768-7177 to start this process.