

Using the SU Password Reset System to change or reset your password

You may now reset your password using either the web, by going to <https://supassword.salisbury.edu> or by using the **ReACT Mobil App**. Go to <https://supassword.salisbury.edu> and select Get the Mobile App or Set Up the Mobile App for additional info and the configuration QR code. The below instructions can be completed using either option.



Download the ReACT Mobile App

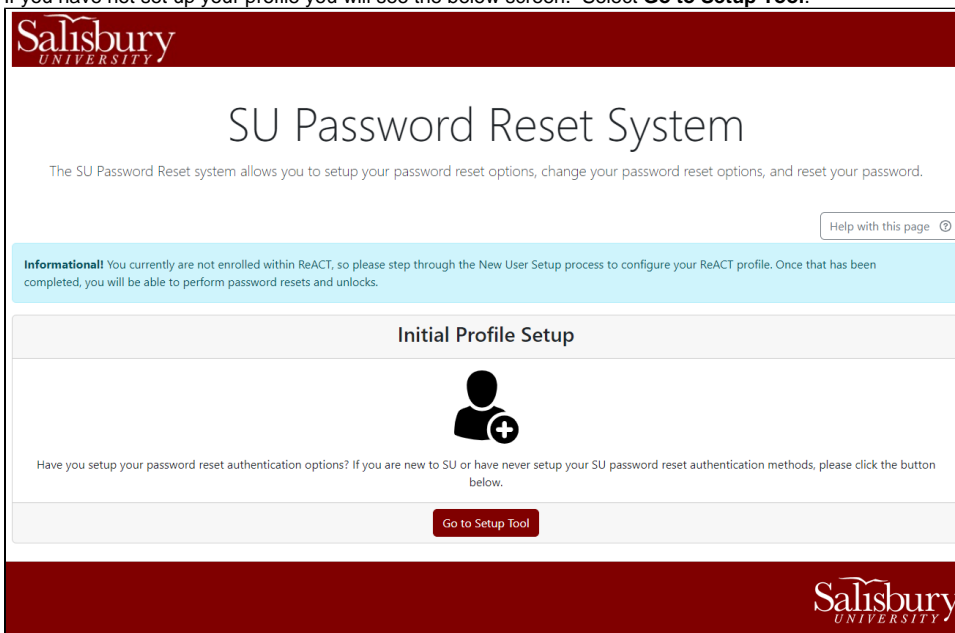


Once you have downloaded, or if you already have the ReACT App downloaded, you can configure it by clicking on the 'Set Up the Mobile App'.

Initial Profile Setup

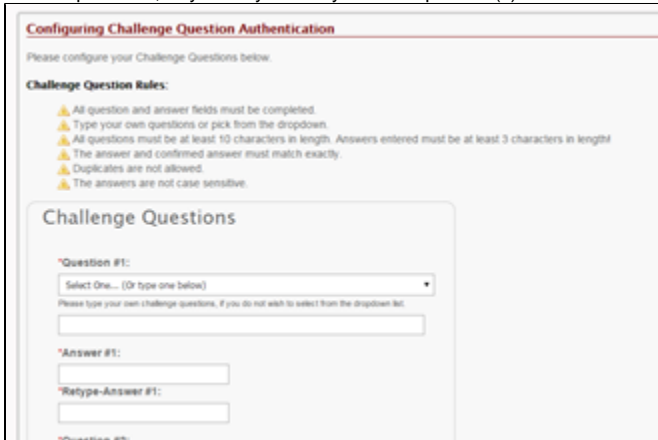
Before you are able to use the Password Reset System to reset your SU password, you need to configure your profile with up to three reset options: **security questions, alternate email address, and SMS text message**. This is a one-time process. You will be able to update your profile after set up any time by using the **Update Profile** option. **You must have a current working password to complete this process**. Call the IT Help Desk at 410-677-5454 for assistance if your password is not working.

1. Visit <https://supassword.salisbury.edu/>
2. Enter your SU username and click **Continue**.
3. If you have not set up your profile you will see the below screen. Select **Go to Setup Tool**.

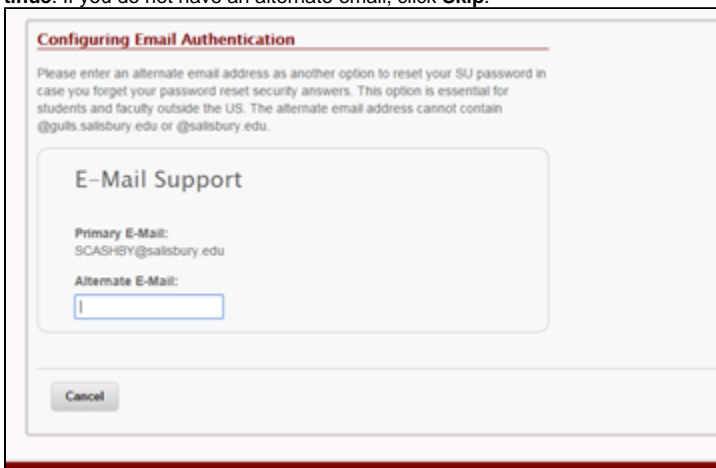


4. Enter your SU username and click **Continue**.
5. In the Confirm SU Account screen, enter your SU username and password and click **Continue**.

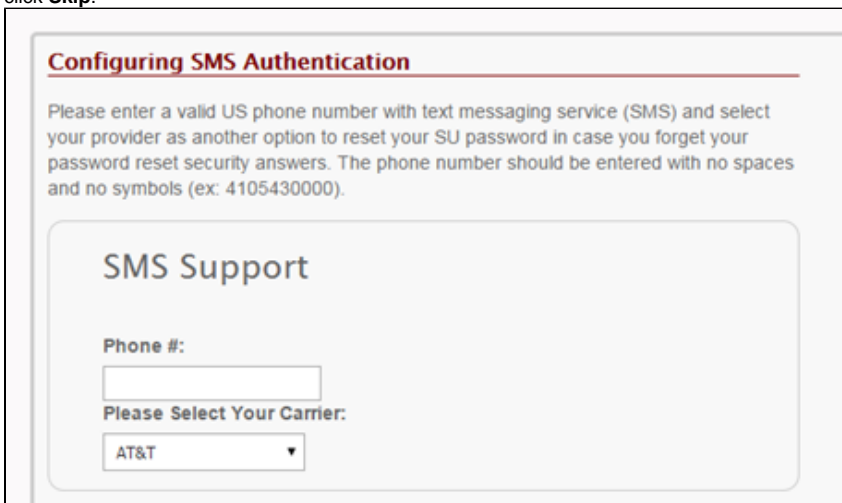
6. In the Configuring Challenge Question Authentication screen, set up your five challenge questions. You may choose to answer one of the pre-loaded questions, or you may create your own question(s). Click **Continue** when you have answered them all.



7. In the Configuring Email Authentication screen, provide an alternate email to send a code to if you need to reset your password and then click **Continue**. If you do not have an alternate email, click **Skip**.



8. In the Configuring SMS Authentication screen, enter a valid US phone number capable of receiving text messages and choose your carrier from the drop down list. Click **Continue** when you are done, or if you do not have a US phone number or phone capable of receiving text messages, click **Skip**.



- a. Enter numbers only, no spaces or symbols/punctuation then select your cell carrier.
b. This is only available for US phones. International phones are not able to use this service.



It is highly recommended that you provide an alternate email and/or mobile phone number to be able to reset your password when needed.

9. Once complete, you will return to the SU Password Reset System home page, and a confirmation will appear on the page.

The screenshot shows the Salisbury University SU Password Reset System home page. The header features the Salisbury University logo. The main heading is "SU Password Reset System" with a subtext: "The SU Password Reset system allows you to setup your password reset options, change your password reset options, and reset your password." Below this is a "Help with this page" link. The page is divided into three columns: "Update Profile", "Password Reset", and "Account Unlock". Each column has an icon, a description, and a "Go to [Tool]" button. The "Update Profile" column has a person icon and a "Go to Update Tool" button. The "Password Reset" column has a key icon and a "Go to Reset Tool" button. The "Account Unlock" column has a padlock icon and a "Go to Unlock Tool" button. The footer features the Salisbury University logo.


Reset Your Password

You can use this system to reset your password at any time, even if your password is expired.

1. Visit <https://supassword.salisbury.edu/> or use a configured ReACT mobile App.
2. Enter your SU username and click **Continue**.
3. Select **Go to Reset Tool**.
4. On the Confirm SU Account page, you can choose to authenticate by either providing answers to your challenge questions, SMS text authentication, or Email authentication.
 - a. If you choose to have a code sent via email or text, click **Send Pin** and then enter the pin you receive in the field provided.



The screenshot shows the Salisbury University Confirm SU Account page. The header features the Salisbury University logo. The main heading is "Confirm SU Account" with a subtext: "To confirm your SU account, please provide the authentication information. You may have multiple authentication options and if so, choose which option to use. Active Directory authentication is your SU username and current password. Authenticating with email and SMS (phone text) require you to have setup these options." Below this is a "Select your Authentication Method" section with a "Select one authentication method to use." label. There are four radio button options: "Authenticate with Challenge Questions", "Authenticate with E-Mail", "Authenticate with Text Message", and "Authenticate with TOTP". A "Cancel" button is at the bottom left. A "Help with this page" link is at the top right.

5. Once authenticated, you can create and confirm your new password and click **Reset**.
6. In Review Changes, verify the status is **Successful** and then click **Finish**.

 *If it is not successful try to reset the password again verifying all requirements are met:*

Minimum of 14 characters (maximum of 32) consisting of three out of four options: uppercase character, lowercase character, number, and symbol.

Also your password may not contain personal information such as your full name or username.

The screenshot shows the Salisbury University Review Changes of Password Change(s) page. The header features the Salisbury University logo. The main heading is "Review Changes of Password Change(s)" with a subtext: "The status of your password changes(s) are indicated by  icon for success and  icon for failure. In the event of a failure, contact your Helpdesk for further information and assistance." Below this is a table with three columns: "User Name", "System Name", and "Status". The table has one row with the following data: "User Name" (redacted), "System Name" (SU Username), and "Status" (Successful). A "Finish" button is at the bottom right. A "Help with this page" link is at the top right.

7. You will return back to the SU Password Reset System home page once complete.

Update Your profile

If you need to make changes to your profile, including changing your challenge questions, and changing or adding an alternate email or mobile phone number, you can use the Update Tool under Update Profile.

1. Visit <https://supassword.salisbury.edu>
2. Enter your SU username and click **Continue**.
3. In the Update Profile section, click the **Go to Update Tool** button.


The screenshot shows the 'SU Password Reset System' page. At the top is the Salisbury University logo. Below it, the title 'SU Password Reset System' is centered, followed by a subtitle: 'The SU Password Reset system allows you to setup your password reset options, change your password reset options, and reset your password.' A 'Help with this page' link is on the right. The main content area is divided into three columns: 'Update Profile', 'Password Reset', and 'Account Unlock'. Each column has an icon (headset, key, and padlock respectively), a brief description, and a 'Go to [Tool] Tool' button. The 'Update Profile' button is highlighted. The bottom of the page features the Salisbury University logo again.

4. On the Confirm SU Account page, you can choose to authenticate by either logging in with your SU username and password, by providing answers to your challenge questions, or through SMS/Email by having a code sent. If you choose to have a code sent, click **Send Code** and then enter the code you receive in the field provided. Click **Continue** when you have completed your chosen authentication method.

The screenshot shows the 'Confirm SU Account' page. At the top is the Salisbury University logo. Below it, the title 'Confirm SU Account' is centered, followed by a subtitle: 'To confirm your SU account, please provide the authentication information. You may have multiple authentication options and if so, choose which option to use. Active Directory authentication is your SU username and current password. Authenticating with email and SMS (phone text) require you to have setup these options.' A 'Help with this page' link is on the right. The main content area is titled 'Select your Authentication Method' and contains a list of five options: 'Authenticate with Active Directory Credentials', 'Authenticate with Challenge Questions', 'Authenticate with E-Mail', 'Authenticate with Text Message', and 'Authenticate with TOTP'. The 'Authenticate with Challenge Questions' option is selected. A 'Cancel' button is at the bottom left. The bottom of the page features the Salisbury University logo again.

5. Once authenticated, you can change your challenge questions, alternate email address and/or SMS (text messaging) phone number on the Configure/Update Your Authentication Methods page. Click **Finish** when you are done with your changes.

6. You will be returned to the SU Password Reset System home page.







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SU Password Reset System

The SU Password Reset system allows you to setup your password reset options, change your password reset options, and reset your password.

[Help with this page](#)

Update Profile	Password Reset	Account Unlock
 <p>Do you need to update your authentication methods? Then change your SU password reset authentication methods by clicking on the button below.</p> <p>Go to Update Tool</p>	 <p>Need a new password? The SU Password Reset tool allows you to reset your SU password. Please click on the button below.</p> <p>Go to Reset Tool</p>	 <p>User account locked? The Account Unlock tool allows you to unlock your %PasswordType% accounts.</p> <p>Go to Unlock Tool</p>



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