Reset a Password or Unlock an Account Using Self-Service Password Reset

If you forgot your password or have been locked out of your account, you can use Self-Service Password Reset to reset the password or unlock an account.

- 1. Open a web browser and open my.enmu.edu.
- 2. Click on Forgot password.



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- 3. Enter your ENMU email address (e.g. first.last@enmu.edu). Usernames will not work.
- 4. Complete the CAPTCA and click on Next.



5. If you receive a message saying, "We're sorry, You can't reset your own password because

you haven't registered for password reset." please call your campus help desk. Otherwise,

continue to the next step.



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6. Choose the option to reset your password or unlock your account and click on Next.



7. Verify your identity with two authentication methods set up on your account and click on Next.





Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

• Email my alternate email	You will receive an email containing a verification code at your alternate email address (
○ Text my mobile phone	
○ Call my mobile phone	Email

Cancel

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8. Enter a new password. Passwords must be 14 characters long and contain one uppercase

character and one number or special character. Click on Finish.

✓ Microsoft Online Password Res∈ × +	
← → C 🖙 passwordreset.microsoftonline.com/Default.aspx	
EASTERN NEW MEXICO UNIVERSITY Get back into your account verification step 1	
* Enter new password:	
•••••	
* Confirm new password:	
••••••	
Finish Cancel	
9. Your password has been reset!	





Get back into your account
✓ Your password has been reset