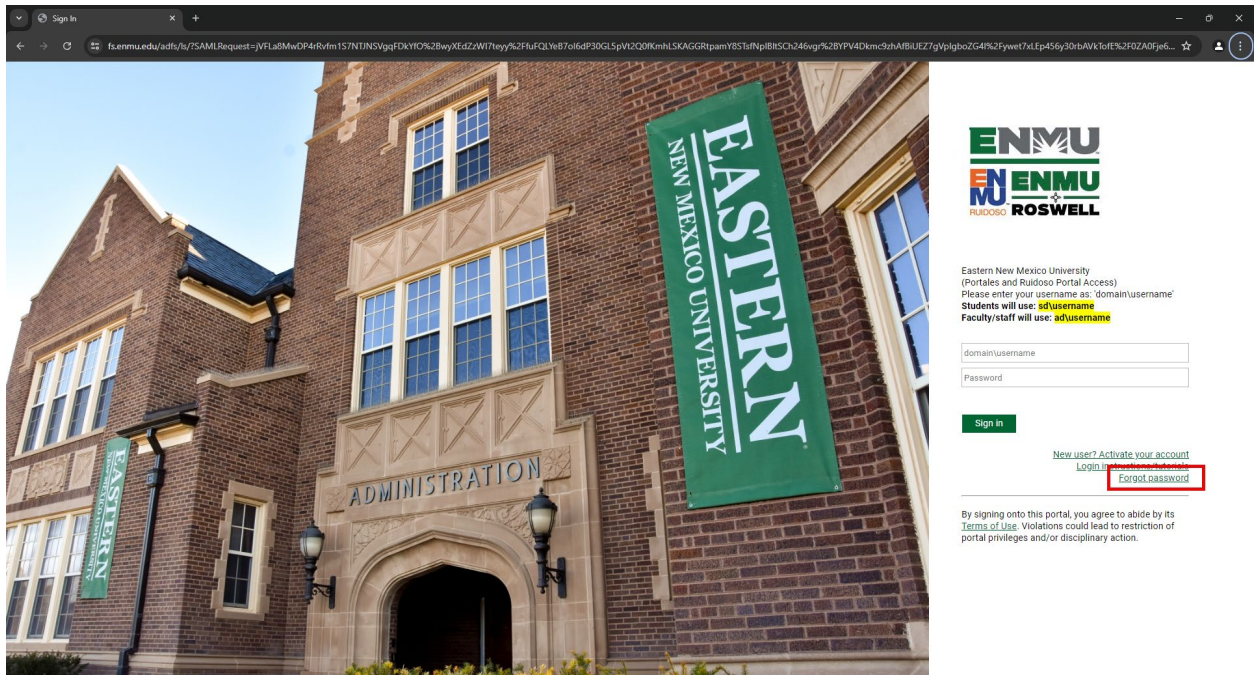# Reset a Password or Unlock an Account Using Self-Service Password Reset

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**.

3. Enter your ENMU email address (e.g. first.last@enmu.edu). **Usernames will not work.**

4. Complete the CAPTCA and click on **Next.**
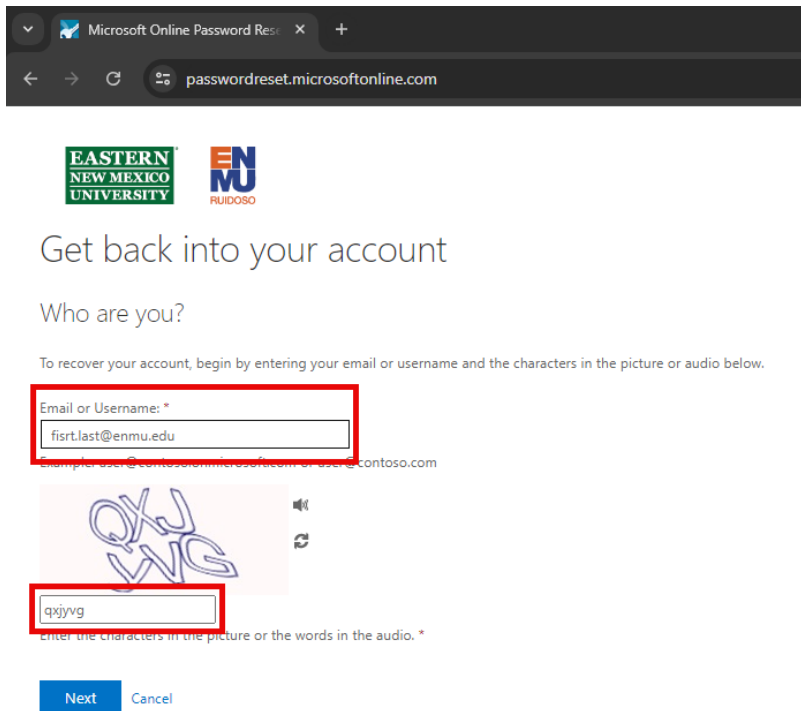
5. If you receive a message saying, **"We're sorry, You can't reset your own password because you haven't registered for password reset**." please call your campus help desk. Otherwise, continue to the next step.
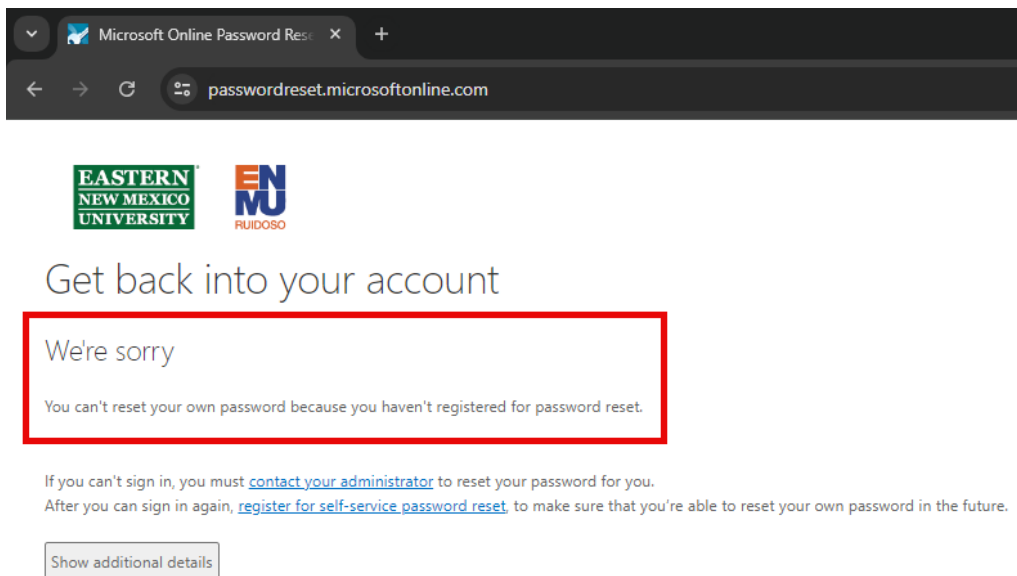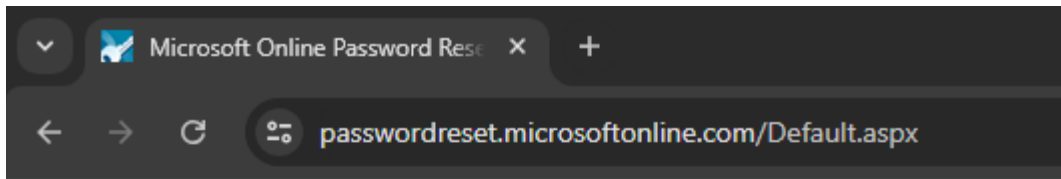
6. Choose the option to reset your password or unlock your account and click on **Next**.
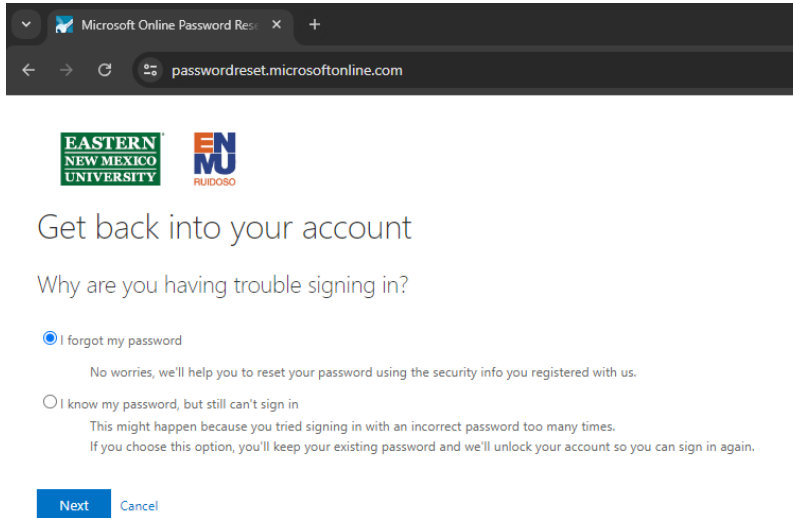
7. Verify your identity with **two** authentication methods set up on your account and click on **Next.**
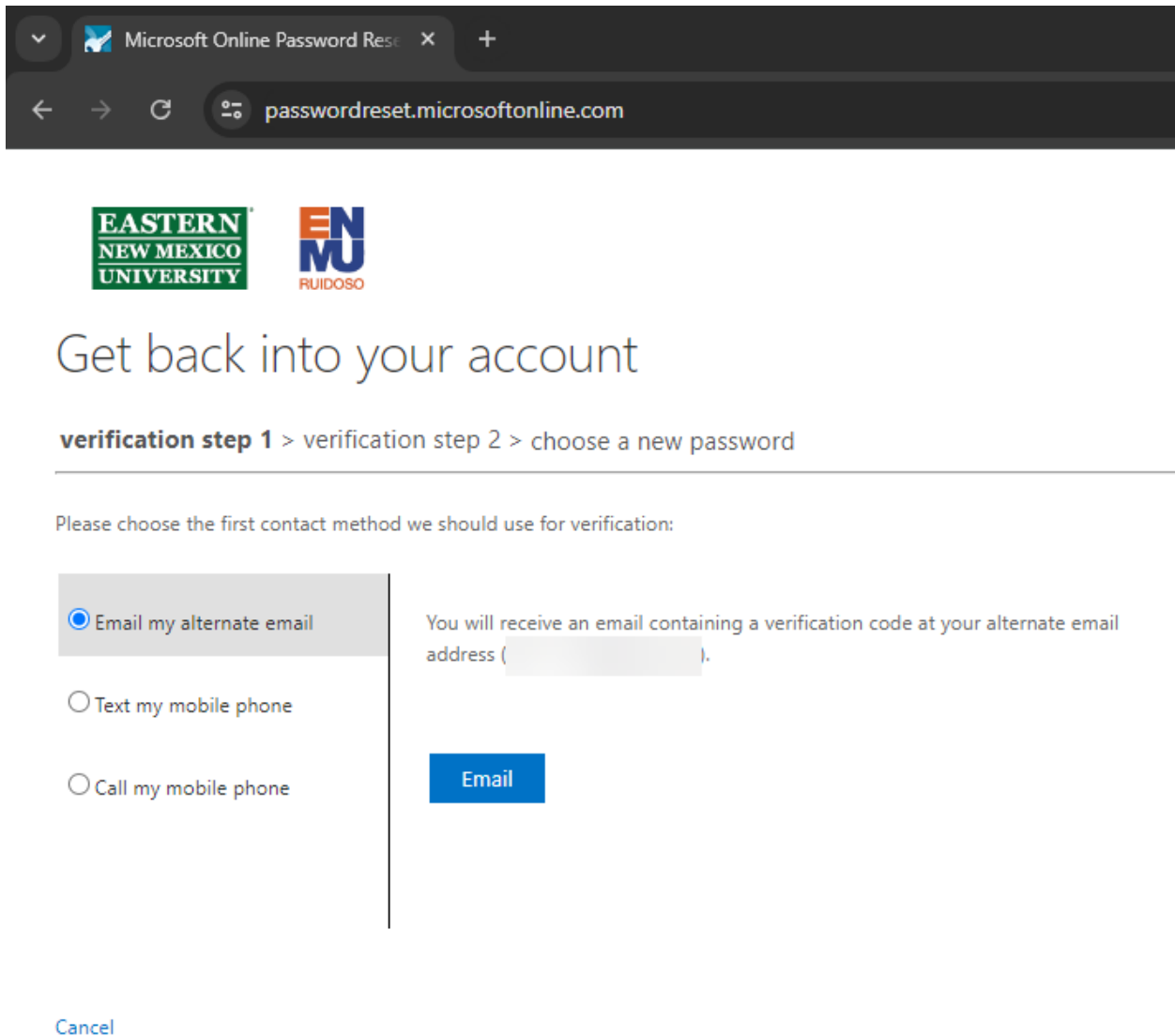
8. Enter a new password. Passwords must be 14 characters long and contain one uppercase character and one number or special character. Click on **Finish**.

9. Your password has been reset!