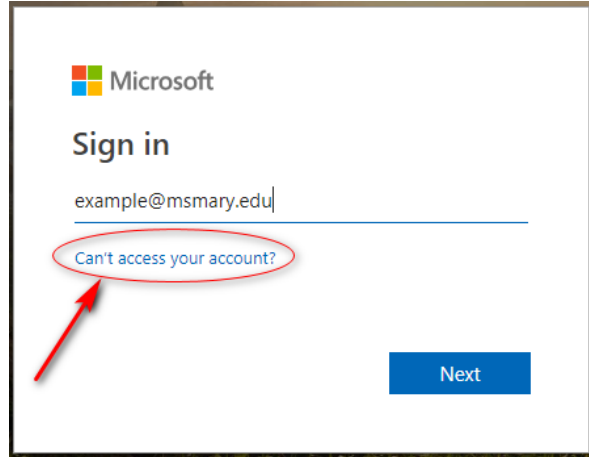


## Managing your Mount St. Mary's University Password

Starting on the afternoon of January 3, 2018 the Department of Information Technology will be changing how users manage their Mount St. Mary's password. Password management will be integrated with Office 365 and will no longer be done through the SMOP website located at [password.msmary.edu](http://password.msmary.edu). Users will now manage their password through Mount St. Mary's email website located at <http://live.msmary.edu/>. This document provides instructions on how to change and/or reset your Mount St. Mary's password through Office 365.

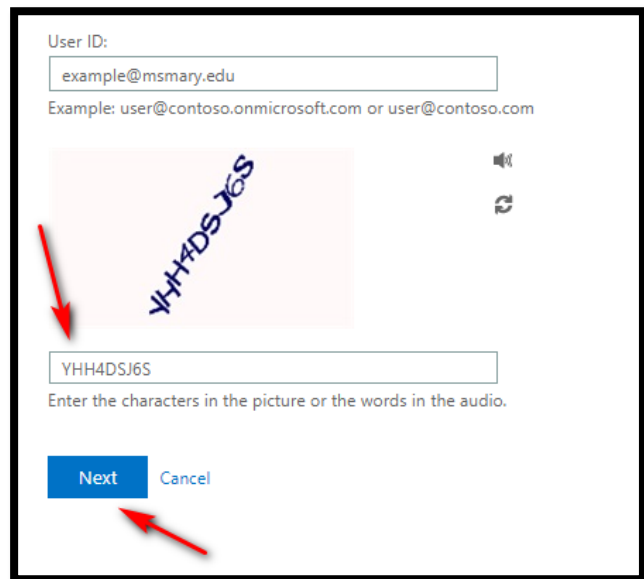
### Step 1.

Visit <http://live.msmary.edu> and enter your Mount St. Mary's email address and then click **Can't access your account?** or click **Next** and then click **Forgot my password**.



### Step 2.

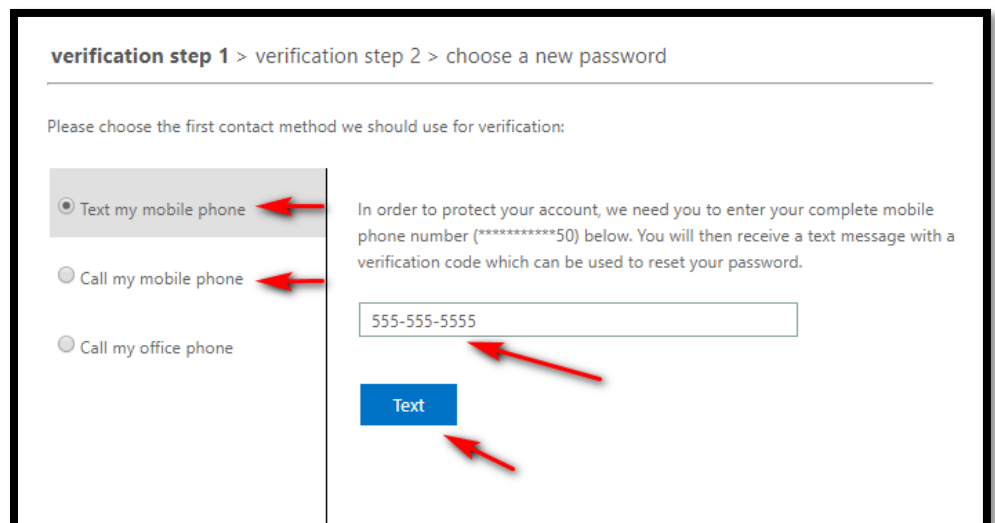
Enter the characters displayed in the picture into the text field and then click **Next** (if you are having trouble reading the image, click the refresh icon to display a different one).



### Step 3.

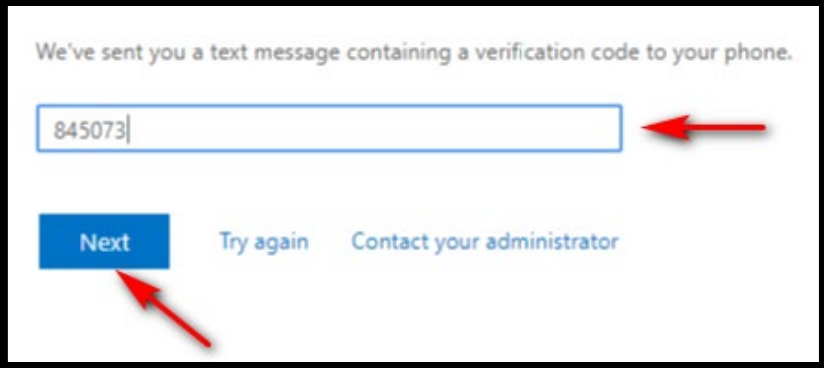
Select either **Text my mobile phone** or **Call my mobile phone**, enter the phone number associated with your account, and then click **Text** or **Call**. Do not select *Call my office phone*.

(NOTE: If you no longer have access to the phone associated with your account, contact the ITSC at 301-447-5805 or [itsc@msmary.edu](mailto:itsc@msmary.edu))



#### **Step 4.**

Enter the 6-digit code texted to your phone, or answer the phone call (depending on your selection in step 3), and then click Next

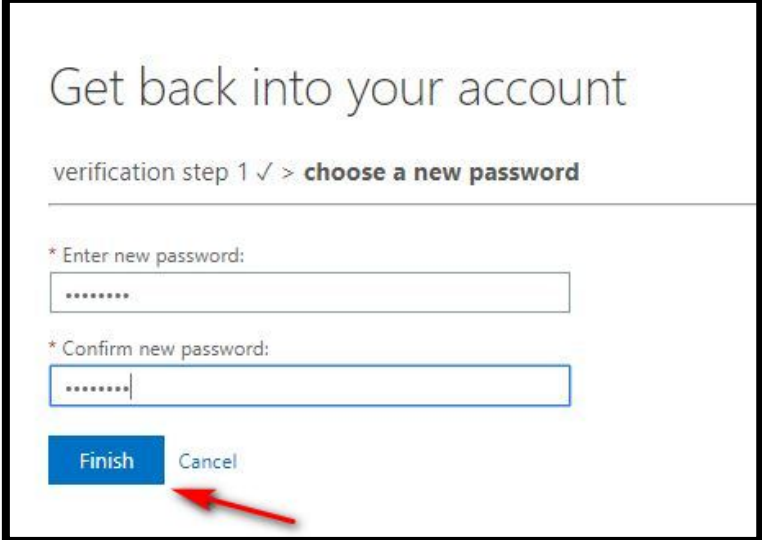


#### **Step 5.**

Enter a new password. Ensure that your new password meets the following requirements:

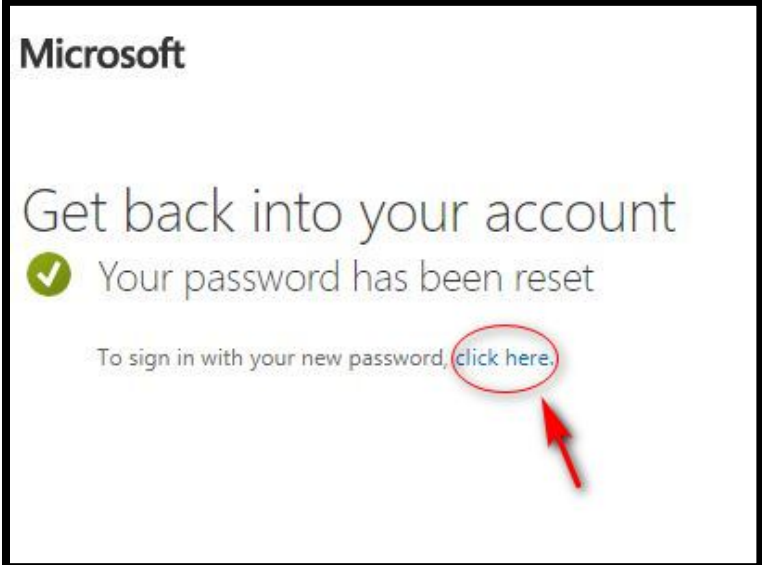
- At least 6 characters in length
- Contains both upper and lowercase letters
- Contains at least one number (0 through 9)
- Contains at least one symbol (ex: !, #, \$, %)
- Does not contain your username
- Different from previously used passwords

Once you have entered a new password, click **Finish**



#### **Step 6.**

Click the link to be brought back to the login page, and sign in using your email address and new password.



***If you have any questions or would like additional assistance, please contact the ITSC at 301-447-5805 or [ITSC@msmary.edu](mailto:ITSC@msmary.edu)***