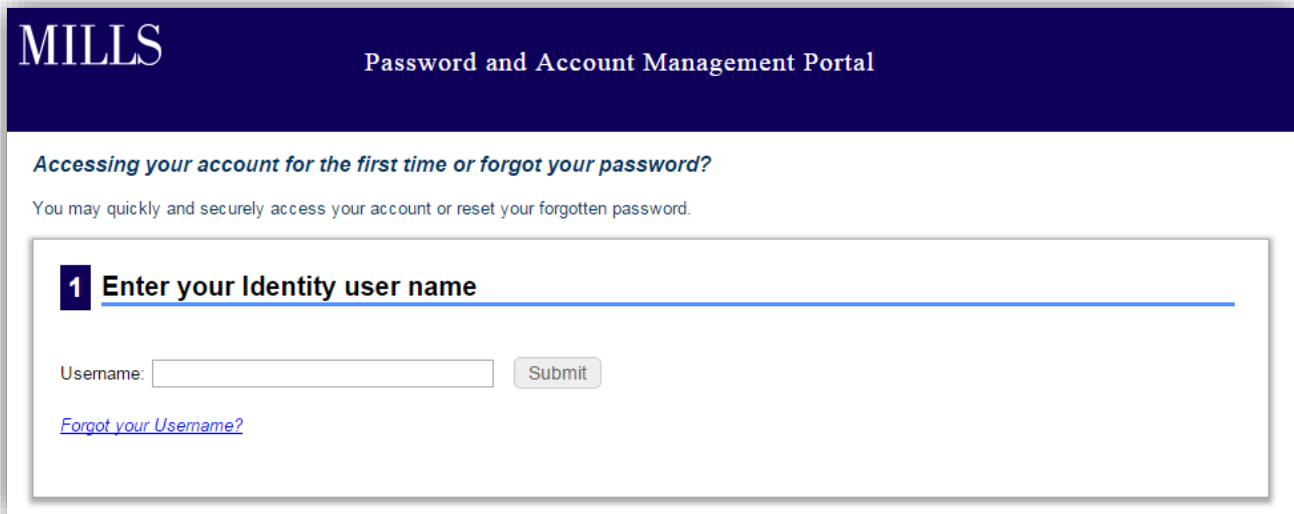


Resetting a Forgotten Password

Your secret questions

If you've forgotten your password, you can use your secret questions to reset your password.

1. Go to the Password and Account Management Portal kiosk by going to the Mills Portal login page (<http://portal.mills.edu>) and clicking the 'I need my username or password' link or by going to the direct link: <https://iaas1test.fischeridentity.com/identity/self-service/mil/kiosk.jsf>.
2. In the window that opens, enter your username¹, and click 'Submit'.



The screenshot shows the Mills Password and Account Management Portal interface. At the top, there is a dark blue header with the word "MILLS" in white serif font on the left and "Password and Account Management Portal" in white sans-serif font on the right. Below the header, the page has a white background. A blue italicized heading reads "Accessing your account for the first time or forgot your password?". Underneath, a smaller blue italicized line says "You may quickly and securely access your account or reset your forgotten password." The main content area is enclosed in a light gray border and features a blue square icon with the number "1" followed by the heading "Enter your Identity user name". Below this heading is a form with the label "Username:" followed by a text input field and a "Submit" button. A blue underlined link "Forgot your Username?" is positioned below the input field.

¹ If you have forgotten your username, click the 'Forgot your Username?' link to be reminded. You will need to provide your Mills Banner ID number as well as the personal, non-Mills email address you provided to the College on your academic or employment application.

3. Enter your answers for all three of your secret questions (they are *not* case sensitive) and click 'Submit'.

2 Verify your identity: answer your secret questions

What is your favorite building on campus?
Answer

What was your first pet's name?
Answer

What is your favorite restaurant as a child?
Answer

3 Manage your secret questions or reset your password

Reset my password
 Configure my secret questions

4. Make sure 'Reset my password' is selected and click 'Next'.²

² If you would like to change your secret questions or answers at this time, change the selection to 'Configure my secret questions' and then click 'Next' to go to: 'Manage secret questions'. To change your answers, delete the current text and enter your new answer. To select different secret questions, click the wrench icon next to a current secret question.

5. Step 4 indicates the accounts that you will be updating your password for.³
 In Step 5 create your new password using the criteria below, when you're finished, click 'Submit':
- Minimum of 8 characters
 - Minimum of 1 lowercase letter
 - Minimum of 1 uppercase letter
 - Minimum of 1 number
 - Cannot contain your username or Banner ID

4 Account (or "account group") for password reset

You may use the same password for multiple accounts and account groups if it does not violate password rules.

Application/Group	Account	Password Rules	Last Reset On	Reset password Before
ServiceAccounts	Identity System	fischelpdesk	02/26/2016 5:35 PM	Unavailable
1 Total				

5 Create a new password

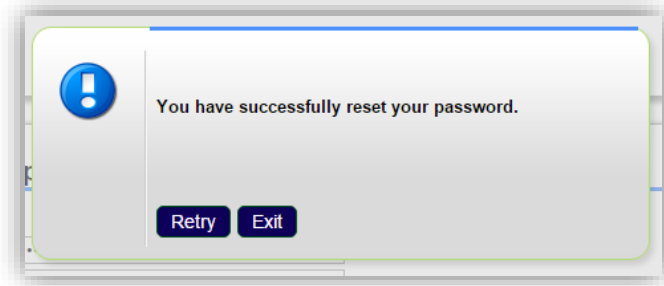
New Password:

Re-type Password:

Password Rules	ServiceAccounts fischelpdesk
Mandatory	
Length: Minimum	1
Length: Maximum	80

³ Identity System indicates your account for the Password and Account Management Portal which allows you to reset your Mills password.

6. If you're satisfied with your password, click 'Exit'.
If you would like to change your password, please click 'Retry'.



Congratulations, you're ready to use Mills IT resources!

For Further Assistance

Please contact the Information Technology Helpdesk at 510.430.2005 or email helpdesk@mills.edu.