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 username\(^1\), and click ‘Submit’.

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\(^1\) 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’.

![Verify your identity: answer your secret questions](image)

4. Make sure ‘Reset my password’ is selected and click ‘Next’.

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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. 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

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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.