

MMC Password Reset Instructions

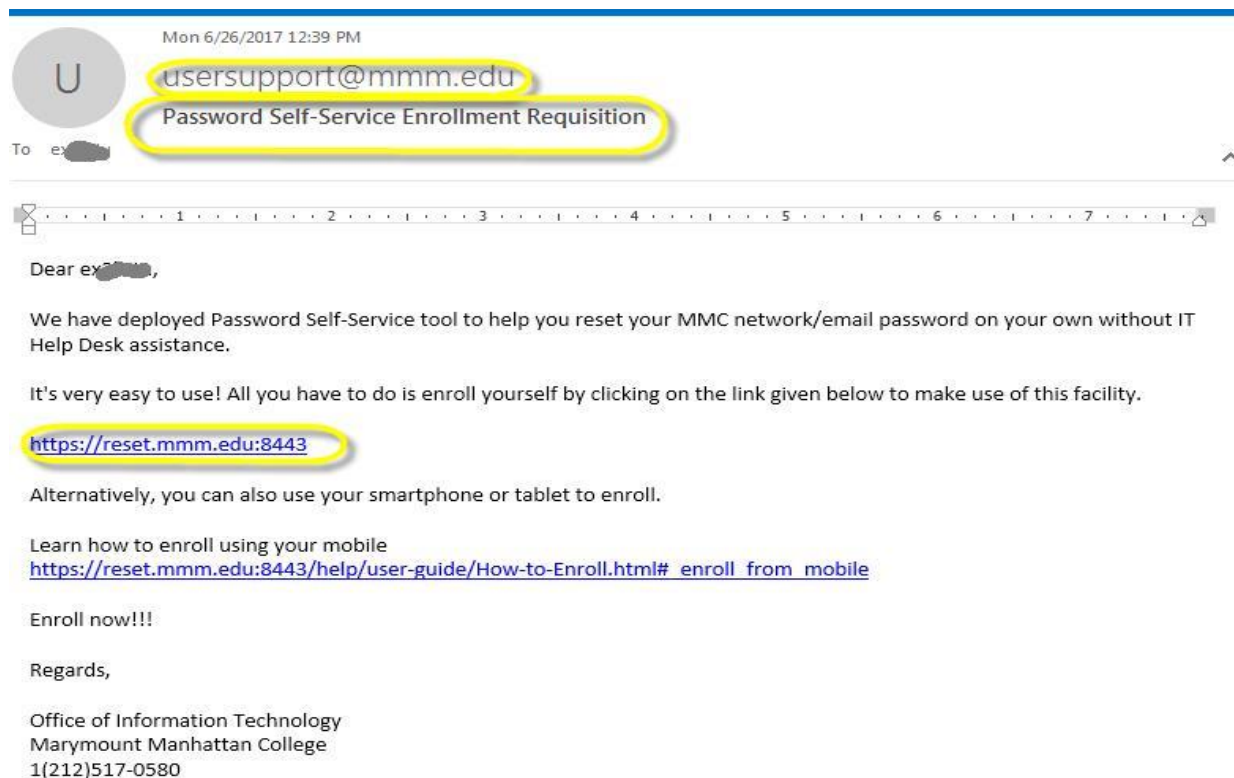


Marymount
Manhattan
College



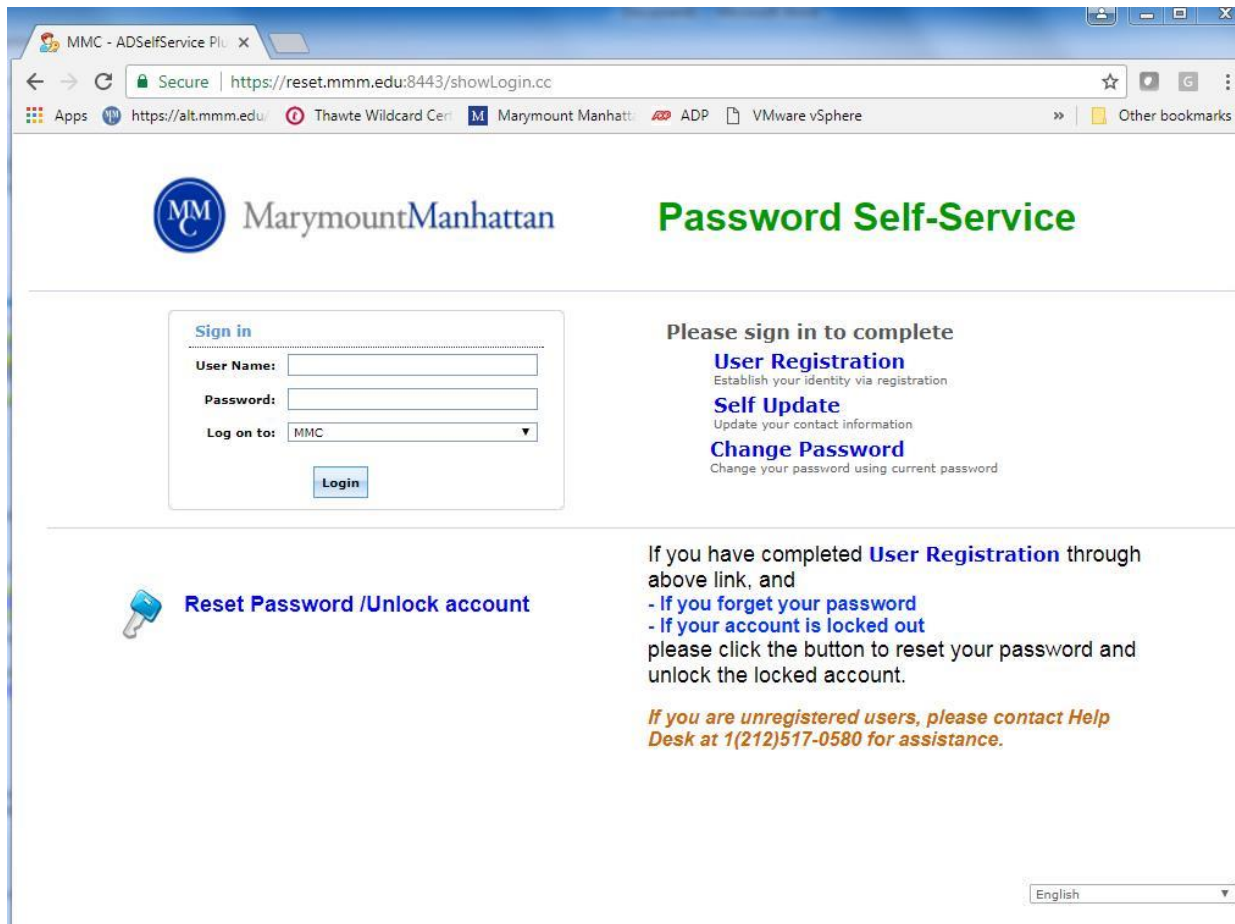
In order to remain in compliance with security best practices at MMC, IT has instituted a password expiration and reset policy and a self service password reset system. When your password is due to expire, you will receive an email with a link to the password reset system. Registration is required before you can reset your password.

To assist you with registration, you will be receiving the email below from usersupport@mmm.edu when it is time to change your password. (You can also go directly to the password reset link at any time).



The link on the email will bring you this site: <https://reset.mmm.edu:8443>

Sign in with your MMC network username and password to register, update your information or change your password. If you are registering for the first time, you must enter a correct password. If you don't remember it, please contact the Help Desk at ext. 580 as they will have to assign you a new temporary password.



The screenshot shows a web browser window with the URL <https://reset.mmm.edu:8443/showLogin.cc>. The page features the Marymount Manhattan College logo and the title "Password Self-Service".

Sign in

User Name:
Password:
Log on to: MMC (dropdown menu)

Please sign in to complete

- User Registration**
Establish your identity via registration
- Self Update**
Update your contact information
- Change Password**
Change your password using current password

Reset Password /Unlock account

If you have completed **User Registration** through above link, and

- If you forget your password
- If your account is locked out

please click the button to reset your password and unlock the locked account.

If you are unregistered users, please contact Help Desk at 1(212)517-0580 for assistance.

English (dropdown menu)



After you have successfully logged in, you will be presented with the welcome screen below.

The screenshot shows a web browser window with the URL <https://reset.mmm.edu:8443/SelfService.do?methodToCall=selfService&selectedTab=UpdateFields>. The page is titled "Self Update" and includes a "Help" button. A central message box reads: "Welcome! This portal offers you the power of password self-service!". Below this, a list of benefits is provided:

- Password self-service: Reset password yourself when you forget it! Don't wait for the helpdesk!
- Self-service Account Unlock: Unlock the computer, when you are locked out of it.
- Self-service Directory Update: Update the changes in contact details yourself! And more..

The message box concludes with "Enroll now to enjoy these benefits!" and a "Click Here" link. A red arrow points to this link. The background shows a form with sections for "General" (Display Name, First name) and "Contact" (Mandatory fields). An "Update" button is located at the bottom of the form.



Register your security questions and answers under the tab called “Security Questions”

Select two system-created security questions and create one of your own.

There is no need to add anything under the tab “Verification Code”. Your MMC email address will be filled in automatically.

MMC - ADSelfService Plus by ManageEngine

Welcome, ██████████ [Sign Out](#)

[My Info](#) [Change Password](#) **Enrollment**

User Registration

The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account. [Help](#)

Security Questions [Verification Code](#)

Length Specification

- The minimum length of the question(s) should be 5 characters and maximum allowed is 255 characters
- The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters

Register Your Security Question & Answer

Question:

Question:

Question:

Hide Answer(s)

Enroll



After you complete the enrollment, please click on the “My Info” tab. Add your non-MMC email address . This address is mandatory because the password reset system will send a verification code to your registered non-MMC email address whenever you need to reset your password or unlock your locked account. Make sure you enter this email address correctly. Verification codes will NOT be sent to your phone via SMS.

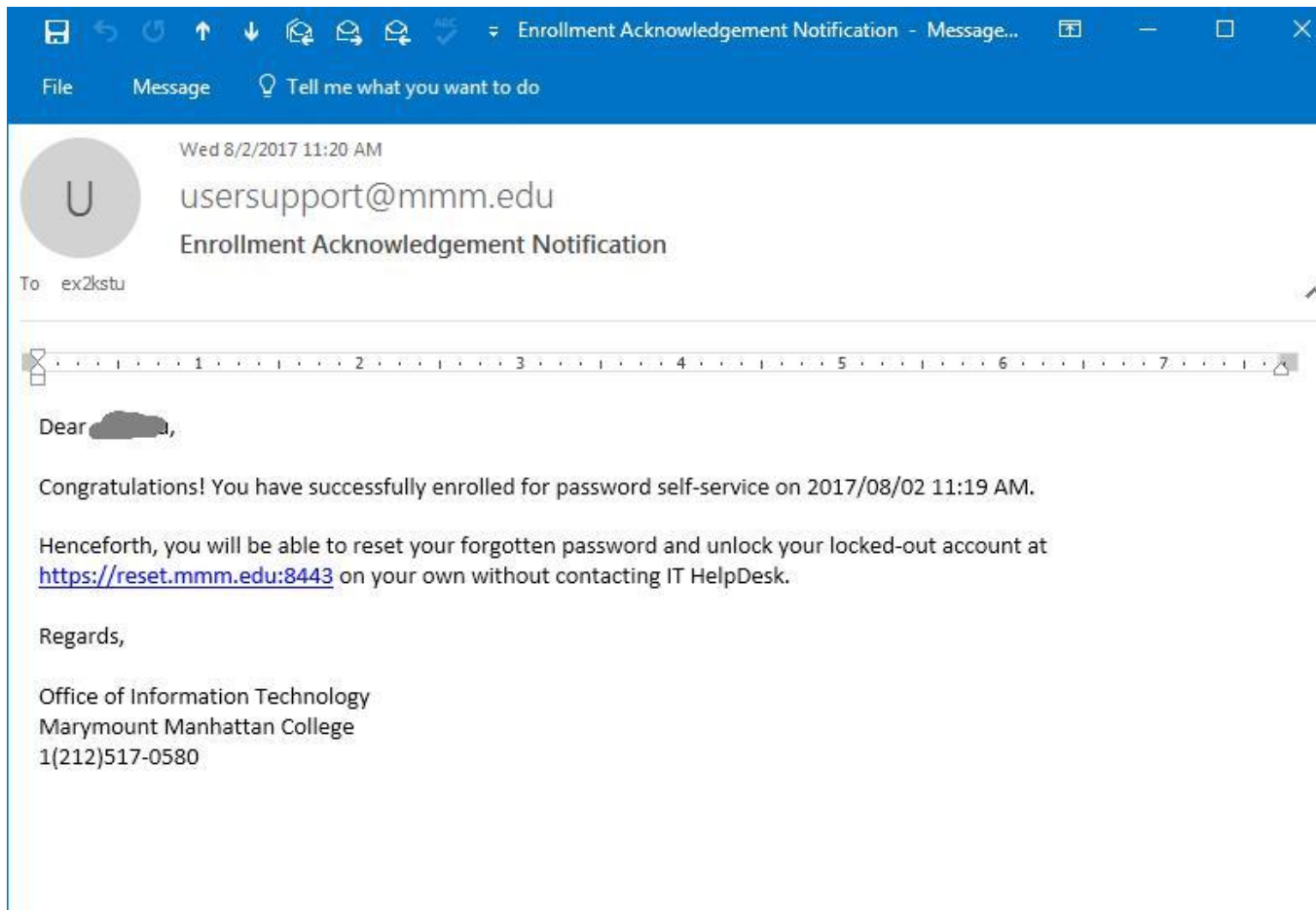
The screenshot shows a web browser window with the address bar displaying "MMC - ADSelfService Plus by ManageEngine". The page header includes the MarymountManhattan logo and a "Welcome" message. Below the header are two tabs: "My Info" (selected) and "Change Password". The main content area is titled "Self Update" and contains the following form fields:

- General** section:
 - Display Name : [text input]
 - First name : [text input]
 - E-mail : [text input containing "u@mmm.edu"]
 - Last name : [text input]
- Contact** section:
 - * Your Non-MMC email : [text input containing "testaccount@gmail.com"] (highlighted with a red circle)
 - Your Phone # : [input]-[input]-[input]-[input]

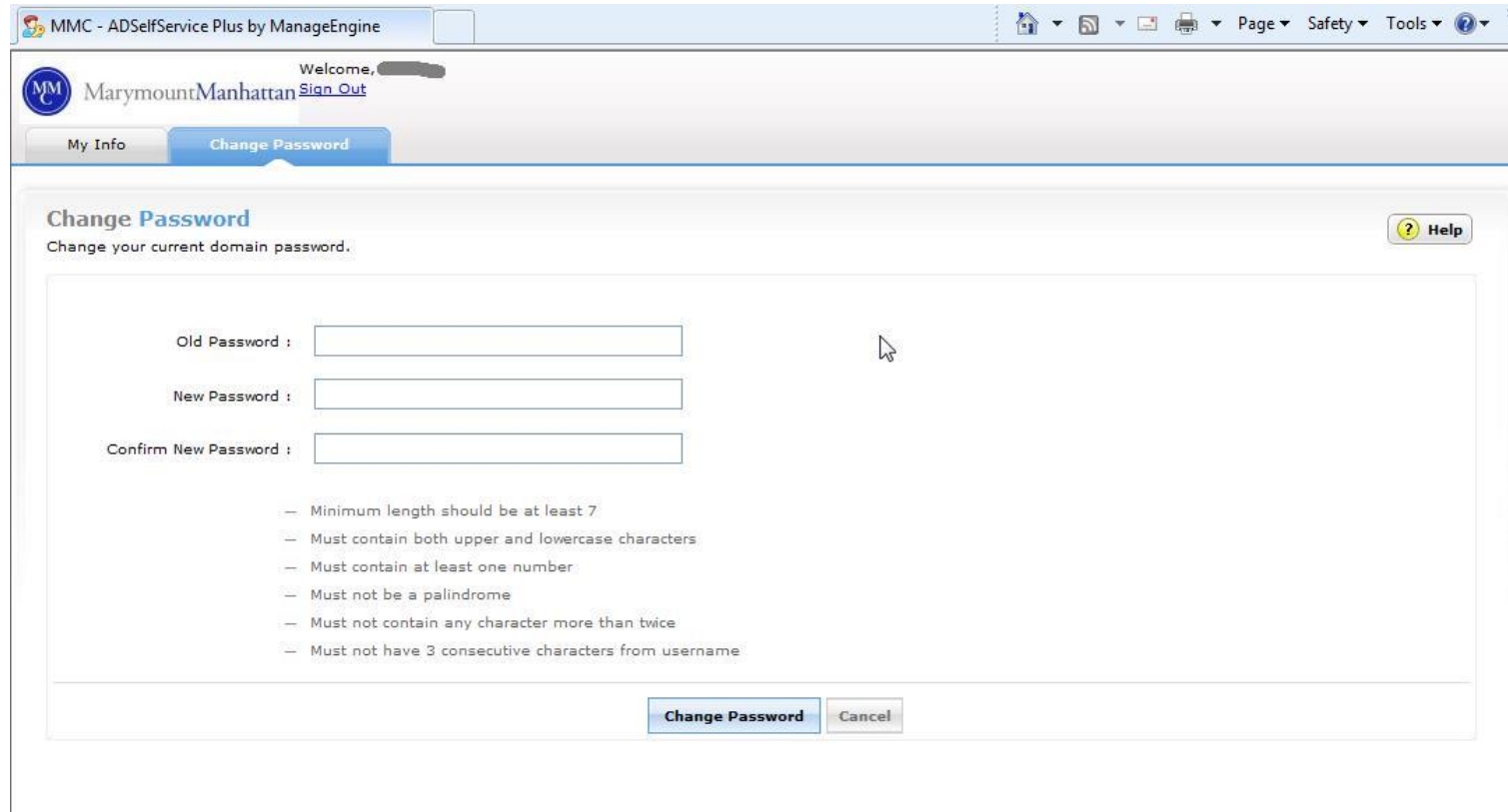
A red asterisk and the word "Mandatory" are positioned above the "Your Non-MMC email" field. An "Update" button is located at the bottom of the form.



An Enrollment acknowledgement notification will be sent from usersupport@mmm.edu to your non-MMC email account after you complete your registration.



Anytime in the future you need to change your password, you can go to <https://reset.mmm.edu:8443>, and click on the tab “Change Password”. The password reset link will also be on the MMC Portal



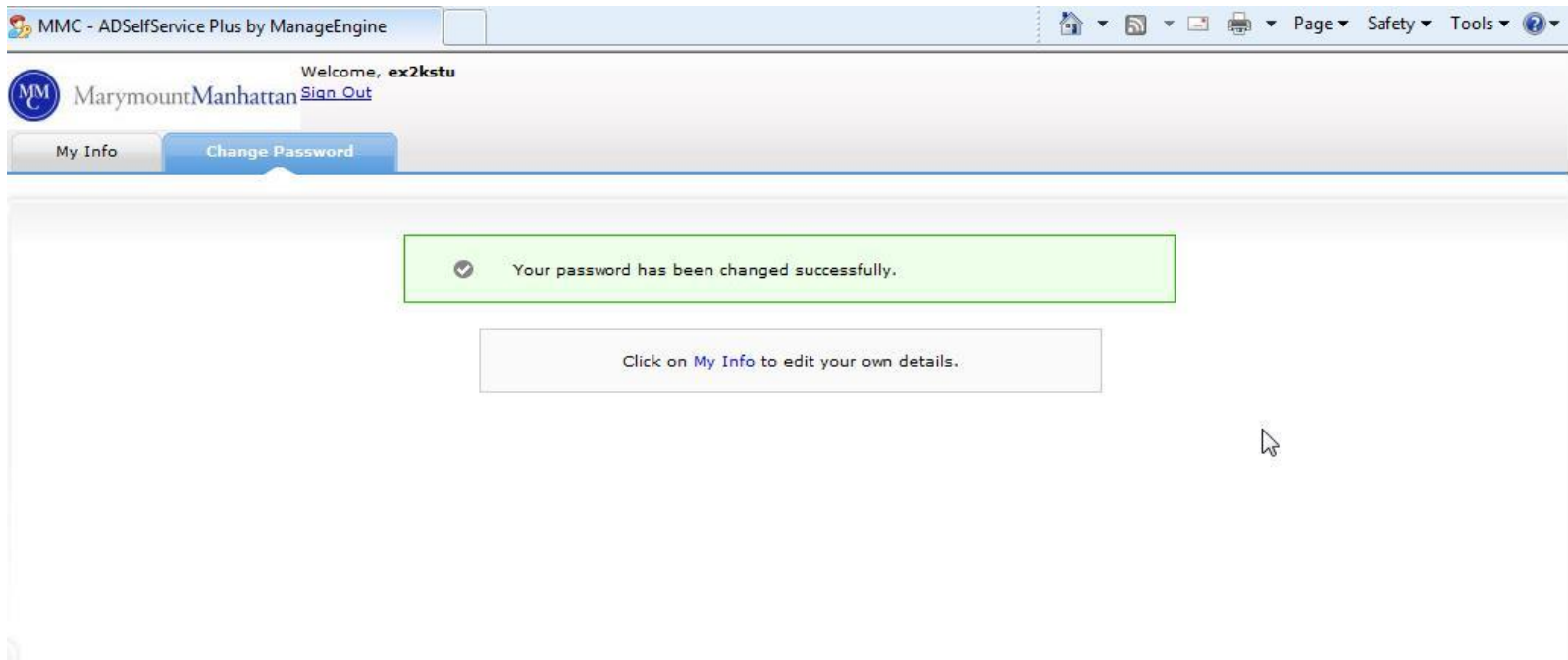
The screenshot displays a web browser window with the address bar showing "MMC - ADSelfService Plus by ManageEngine". The page header includes the MarymountManhattan logo and a "Welcome, [redacted]" message with a "Sign Out" link. Below the header, there are two tabs: "My Info" and "Change Password", with the latter being the active tab. The main content area is titled "Change Password" and contains the instruction "Change your current domain password." followed by a "Help" button. The form consists of three input fields: "Old Password", "New Password", and "Confirm New Password". Below these fields is a list of password requirements:

- Minimum length should be at least 7
- Must contain both upper and lowercase characters
- Must contain at least one number
- Must not be a palindrome
- Must not contain any character more than twice
- Must not have 3 consecutive characters from username

At the bottom of the form, there are two buttons: "Change Password" and "Cancel".



You will receive this confirmation when your password is successfully changed.



Anytime you forget your password or your MMC account is locked, you can click on the button “Reset Password/Unlock account “. Please note that you must be registered to do this.

The screenshot shows a web browser window with the address bar displaying "MMC - ADSelfService Plus by ManageEngine". The page header features the Marymount Manhattan logo and the title "Password Self-Service".

Sign in


User Name:

Password:

Log on to: MMC

Please sign in to complete

- User Registration**
Establish your identity via registration
- Self Update**
Update your contact information
- Change Password**
Change your password using current password

 **Reset Password /Unlock account**

If you have completed **User Registration** through above link, and
- If you forget your password
- If your account is locked out
please click the button to reset your password and unlock the locked account.

If you are unregistered users, please contact Help Desk at 1(212)517-0580 for assistance.



To reset or unlock your password:

Enter your MMC username, select MMC in the “Domain Name” field, and type the characters you see in green.
Then, click “Continue”.

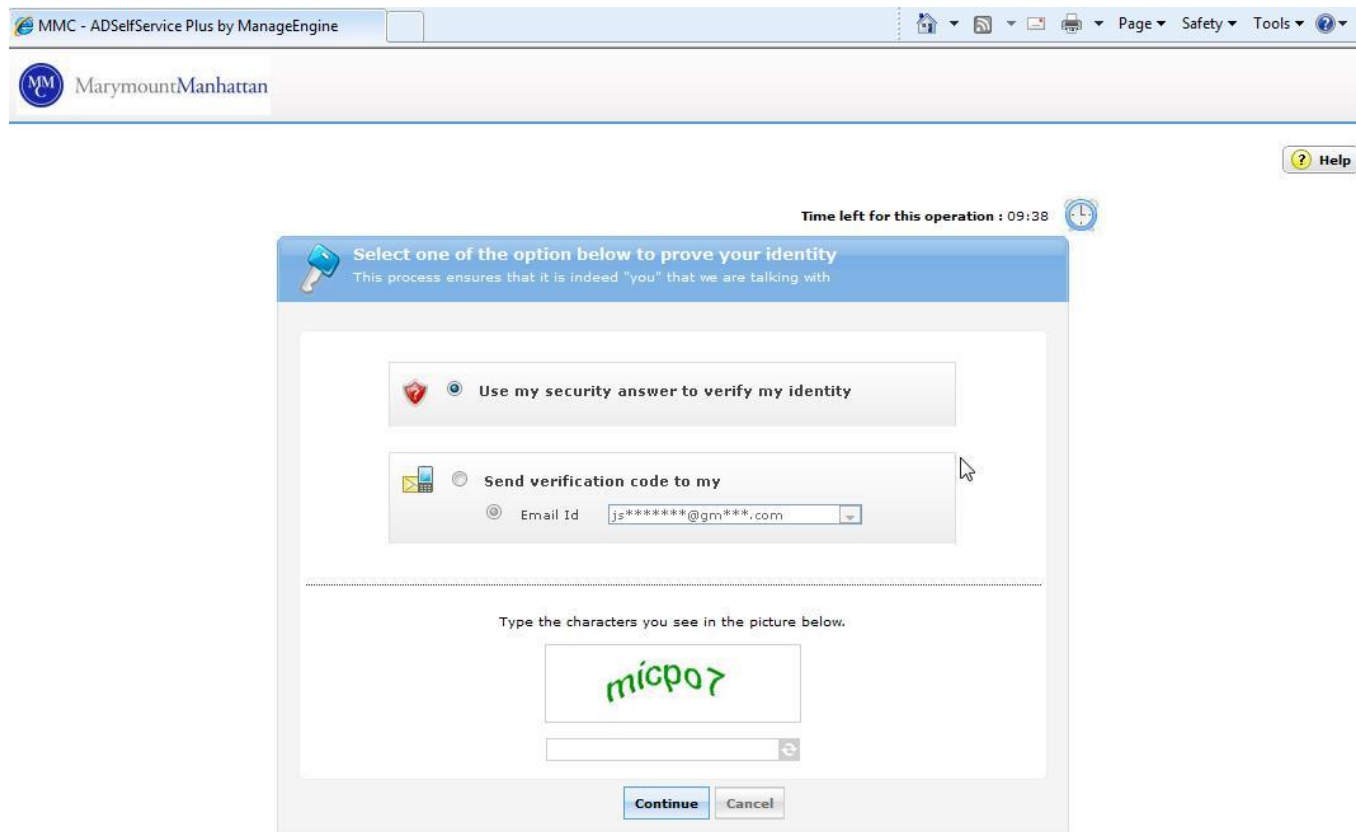
The screenshot shows a web browser window with the address bar displaying "MMC - ADSelfService Plus by ManageEngine". The page header includes the MarymountManhattan logo and a "Help" button. The main content area features a "Reset Your Password" dialog box with a key icon and the instruction "Please provide your user name and domain name." The dialog contains two input fields: "Domain User Name" (with a masked example) and "Domain Name" (set to "MMC"). Below these is a CAPTCHA section with the instruction "Type the characters you see in the picture below." The CAPTCHA image shows the characters "99h44t" in green. A text input field below the image contains "99h44t". At the bottom of the dialog are "Continue" and "Cancel" buttons. In the bottom right corner of the browser window, there is a language dropdown menu set to "English" and a speaker icon.

To prove your identity:

Select one of these two options:

1. Use my security answer to verify my identity, or
2. Send verification code to your registered non-MMC email address

Then click “Continue”.



The screenshot shows a web browser window with the address bar displaying "MMC - ADSelfService Plus by ManageEngine". The page header includes the MarymountManhattan logo and a "Help" button. A timer indicates "Time left for this operation : 09:38". The main content area is titled "Select one of the option below to prove your identity" and contains two radio button options:

- Use my security answer to verify my identity
- Send verification code to my
Email Id:

Below the options is a CAPTCHA section with the instruction "Type the characters you see in the picture below." and a box containing the text "micpo?". A text input field and a refresh button are provided for the CAPTCHA. At the bottom are "Continue" and "Cancel" buttons.



If you selected “Use my security answer to verify my identity”, answer the security questions with the answer you set up during your registration and type in the characters you see in the picture. Then click “Continue”

MMC - ADSelfService Plus by ManageEngine

MarymountManhattan

Help

Time left for this operation : 09:16

Security Questions


Please answer the following question(s) as per your enrollment profile to reset your password.

Answer the below question(s)

Question: What was the make of your first car?
Answer: ●●●●●

Question: Where is your first job?
Answer: ●●●●●

Type the characters you see in the picture below.



tr3dmj

Continue Cancel



In the Reset Password screen, please follow the instruction to set your new password. Click “Reset Password”.

MMC - ADSelfService Plus by ManageEngine

Time left for this operation : 08:42

Reset Password
Please enter a new password in the boxes below:

Reset Password

New Password :

Confirm New Password :

- ✓ Minimum length should be at least 7
- ✓ Must contain both upper and lowercase characters
- ✓ Must contain at least one number
- ✓ Must not be a palindrome
- ✓ Must not contain any character more than twice
- ✓ Must not have 3 consecutive characters from username

Type the characters you see in the picture below.



After you reset your password successfully, a Password Reset Acknowledgement email will be sent to your non-MMC email account.

The screenshot displays a Gmail inbox with a selected email titled "Password Reset Acknowledgement" from "usersupport@mmm.edu". The email content includes a greeting, a confirmation of password reset, and contact information for the Office of Information Technology at Marymount Manhattan College. The interface also shows the Gmail navigation sidebar, search bar, and account status at the bottom.

Google [Search Bar] [App Icons]

Gmail [Navigation Icons] 1 of 43 [Settings]

COMPOSE

Inbox (22)
Starred
Sent Mail
Drafts (2)
Unwanted
More labels ▾

Password Reset Acknowledgement [Inbox x] [Print] [Image]

usersupport
usersupport@mmm.edu
[Envelope Icon] ▾
[Show details](#)

usersupport@mmm.edu 1:28 PM (1 minute ago) ☆ [Reply] ▾
to me ▾

Dear [Redacted],

You have successfully reset your password using Password Self-Service.

Your new password is [Redacted].

Regards,

Office of Information Technology
Marymount Manhattan College
[1\(212\)517-0580](tel:12125170580)

[Profile Icon] Click here to [Reply](#) or [Forward](#)

0 GB (0%) of 15 GB used [Manage](#) [Terms](#) - [Privacy](#) Last account activity: 1 minute ago [Details](#)



If you elected to send the verification code to your registered non-MMC email address in order to reset password or unlock your account, you will complete the screen as shown below.

The screenshot shows a web browser window with the address bar displaying "MMC - ADSelfService Plus by ManageEngine". The page header includes the MarymountManhattan logo and a "Help" button. A timer indicates "Time left for this operation : 09:18". The main content area is titled "Select one of the option below to prove your identity" and contains two radio button options:

- Use my security answer to verify my identity
- Send verification code to my

The "Send verification code to my" option is highlighted with a yellow oval. Below it, the "Email Id" field is populated with "js*****@gm***.com".

Below the options, the user is prompted to "Type the characters you see in the picture below." A CAPTCHA image shows the characters "bqt9tf" in green. Below the image is a text input field containing "bqt9tf" and a refresh button.

At the bottom of the form are "Continue" and "Cancel" buttons.



An email like the one below will be sent to your non-MMC email address with a link to reset your password. Please click the link in the email and follow the instruction on the screen to reset your password.

The screenshot displays a Gmail inbox interface. At the top, there are navigation icons for back, forward, search, and settings, along with a '1 of 43' indicator. On the left sidebar, there are labels for 'COMPOSE', 'Inbox (21)', 'Starred', 'Sent Mail', 'Drafts (2)', and 'Unwanted'. The main content area shows an email from 'usersupport@mmm.edu' received at 1:39 PM (0 minutes ago). The email body contains the text: 'Dear [redacted], We understand that you want to reset your password/unlock account. Please click the link below to proceed: <https://reset.mmm.edu:8443/accounts/SecureLink?operation=reset&Token=cb2838cf75251e10aec4e84147f375dcdda5aee420cec8b8a5e2e6049ab250b334b923f8f3f720f58fea411c3560eb4f86d30b430309b0617f9bb7375663cd93>'. Below the email body, there is a 'Regards,' signature and contact information for the Office of Information Technology at Marymount Manhattan College, including a phone number: [1\(212\)517-0580](tel:12125170580). At the bottom of the email, there is a text box with the prompt 'Click here to Reply or Forward'. The bottom of the screen shows account status: '0 GB (0%) of 15 GB used', 'Manage', 'Terms - Privacy', and 'Last account activity: 11 minutes ago'.



Please note....

After you have successfully reset your password, if you have an email account on Office 365, please wait at least ½ hour before using your new password to login.

IT will be implementing a policy which will require that you reset your password every 90 days. If your password is not reset before the end of this period, it will expire. It is important that you use this program to reset your password when you receive a warning email indicating when your password will be expiring.

If you have any questions about password resets, please contact the IT Help Desk at techsupport@mmm.edu.



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