

# MyID Self Service

Version 13

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ITS is replacing the current password management system with a new cloud-based system that gives students and employees the ability to change or reset their password by themselves, without service desk involvement. Known as Microsoft Azure Self-Serve Password Reset (SSPR), the new system works like Gmail or Hotmail.

It offers multiple options to recover the password, like personal email or text message. ITS will have no visibility to the personal information entered by the student or employee and is independent of the email addresses stored in the i3 system. Students and Employees will have full control over their data and preferred method of authentication.

If the user gets locked out or they forget their password, they can follow prompts to unblock themselves and get back to work all by themselves. This capability will reduce help desk calls and any loss of productivity.

To use SSPR, you will need to confirm one or both authentication methods.

- your cellphone (to verify via SMS or call)
- your alternate email (to receive a verification email)

MyID Self Service allows students and employees to manage their Seneca password via three options

- [First Time Setup for New Users](#)
- [Setup Self Service Password Reset Methods](#)
- [Change Password](#)
- [Password Reset](#)

## Additional Information

Here are a list of additional resources to assist you with MyID Self Service:

1. Refer to the [Frequently Asked Questions](#).
2. Refer to the [IT Acceptable Use Policy](#).
3. Review the [Password Rules](#) .

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