

# Password Assistance

Current SU students, faculty and staff will use the SU Password Reset System to manage their passwords. This page covers that system, as well as some other password management options for incoming students and other non-traditional users.

\*\*\*Prospective/incoming students: see [GullNet Password Recovery](#).

## SU Password Reset System

The SU Password Reset System is for current SU students, faculty, staff, retirees and emeriti ONLY.



Information Technology's password reset system gives you three methods to verify your identity to reset your password: challenge questions, alternate email, and SMS (phone text message). To use the password reset system, click **SU Password Reset System** button above. Before you can use the SU Password Reset System, you need to [setup your authentication methods](#) by choosing Initial Profile Setup.

- We encourage all current SU students, faculty, and staff to set up at least two, preferably all three password reset methods to give yourself several ways to reset your password 24/7 as a self-service.
- [Instructions for completing the Initial Profile Setup and resetting your SU password](#).
- Once you have been setup for DUO two factor authentication, your SU password will expire after 12 months. \*\*Note: After completing the DUO process, you will need to change your password one time to set your account password expiration to 12 months.
- Passwords must meet the following criteria:
  - A minimum of 14 characters (maximum 40 characters).
  - Password must contain a mix of at least three of the following:
    - uppercase letters of European Languages (A through Z, with diacritic marks, Greek and Cyrillic characters)
    - Lowercase letters of European languages (a through z, sharp-s, with diacritic marks, Greek and Cyrillic characters)
    - Base 10 digits (0 through 9)
    - Non-alphanumeric characters (special characters): (~!@#%&\*\_-+=`|\(){}[]:;'"<>.,?/) Currency symbols such as the Euro or British Pound are not counted as special characters for this policy setting.
    - Any Unicode character that is categorized as an alphabetic character but is not uppercase or lowercase. This includes Unicode characters from Asian languages.
  - Password cannot repeat any of your previous 24 passwords.
  - Password cannot contain parts of the username or the user's full name.

## GullNet Password Recovery (Incoming/Prospective Students Only)

Prospective and incoming students can recover their GullNet password. You can use the [Forgot My Password](#) link below to send your current password to your personal email account. You have access to use this Password Recovery system until you receive your "Welcome" email indicating you now have an enhanced GullNet account.

- Click [Forgot My Password](#) to have your GullNet password emailed to your personal email address on file. The password you receive may contain symbols in addition to letters and numbers.
- If you no longer have access to the personal email address you provided on your application, contact the IT Help Desk at 410-677-5454 from Monday through Friday, 7 am to 7 pm.
- Note: IT Support technicians will need to speak with the student to verify their identity in order to give out account usernames or to help with password issues if you are not able to recover the password using the "Forgot My Password" self-service.

### After Orientation Password Recovery

Once you receive your "welcome" email indicating you now have an enhanced GullNet account, you will no longer be able to use the Password Recovery system. After Orientation is completed, you will use the [SU Password Reset system](#).

In the time between receiving your enhanced GullNet account and the end of Orientation, if you need your SU password you will need to contact the IT Help Desk at 410-677-5454 for assistance.

## MyClasses Guest Accounts

If you have a MyClasses account and not a SU email address, you should use the username and password that was sent to you via email. If you no longer have access to this information, use the [Forgot password?](#) link. If the [Forgot password?](#) link doesn't work, contact Instructional Design & Delivery at 410-677-6585 for assistance.

## Related articles

- [MyClasses and Instructional Software Help](#)
- [SU-UMGC Europe - Student Help](#)
- [Password Assistance](#)
- [How to update Mac OS keychain password](#)
- [Transcript Information](#)