

Password Reset & Verification Method Enrollment

Did you know you are able to reset your forgotten password and unlock your locked-out account on your own without having to contact the IT Solution Center help desk? It's just a few easy steps that can save you time.

All you need to do is visit our [Password Self-Service](#) website and enroll in at least one verification method: Add a non-Ferris email account, add a mobile device number, or setup the Microsoft Authenticator app. Be sure to select the **Enrollment** tab in the upper left corner of the page!

The screenshot shows the 'Enrollment' tab selected in the top navigation bar. The page title is 'Enrolled Verification Methods'. Below the title, it says 'You'll be asked to verify your identity using any of the methods listed below. [Learn more](#)'. The page is divided into three sections:

- Email Verification:** Shows two verified email addresses: '@ferris.edu' and '@gmail.com'. There is an 'Add Email' link.
- SMS Verification:** Shows two verified mobile numbers: '231-' and '231-'. There is an 'Add mobile number' link.
- Set Up Backup Verification Methods:** Shows the 'Microsoft Authenticator' option with a 'Set up' link.

Annotations with red arrows point to the 'Add Email' link, the 'Add mobile number' link, and the 'Set up' link.

Add your non-Ferris email accounts so you can receive a verification code

Add multiple mobile phone numbers so you can receive a verification code via text message.

You can also use the Microsoft Authenticator app.

After you add a verification method, you will receive a confirmation email.

The screenshot shows an email titled 'Enrollment Acknowledgement Notification - Message (HTML)'. The email is from 'Ferris Self Service Password Reset <SelfServicePassw...' and is dated 'Thu 1/6/2022 8:10 AM'. The body of the email reads:

Dear [redacted],

Congratulations! You have successfully enrolled for password self-service on 2022/01/06 08:10 AM.

You will be able to reset your forgotten password and unlock your locked-out account on your own without the need of contacting the ITSC help desk.

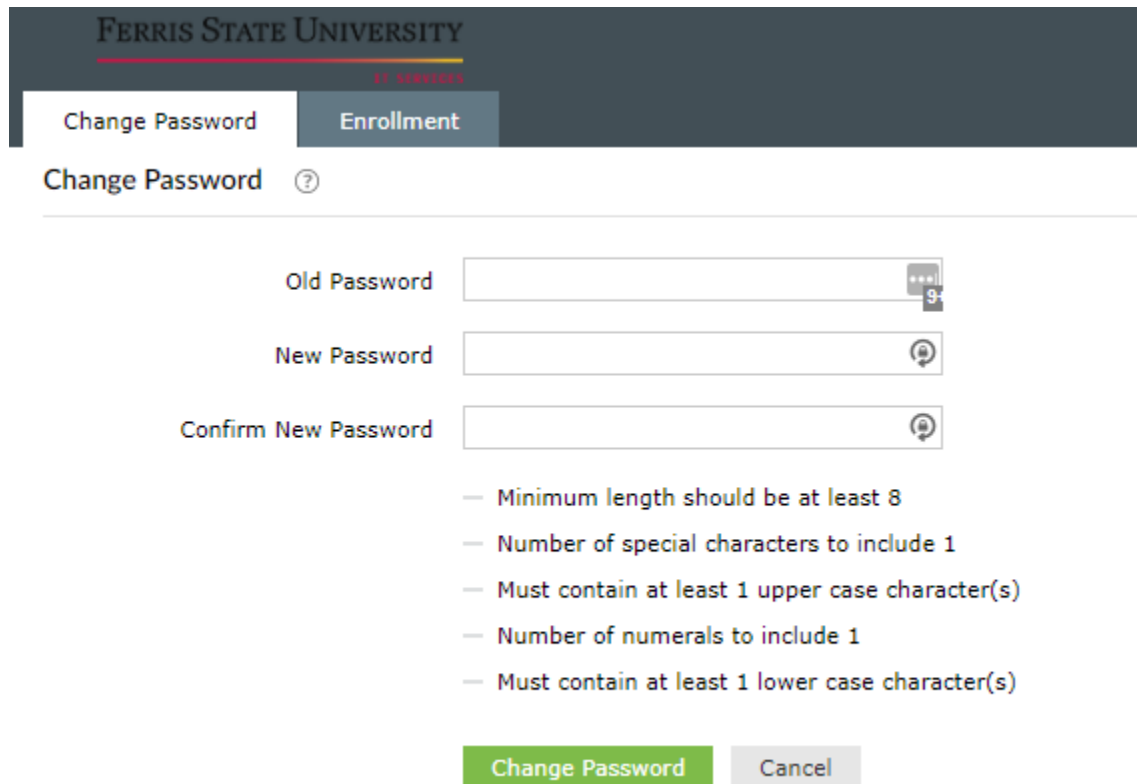
Thank you.

Information Technology Services
IT Solution Center
itsc@ferris.edu
231-591-4822
Self-Service Portal - <https://cherwell.ferris.edu/CherwellPortal/ITS>

****Do not respond to this email. This account is not monitored for incoming email traffic. Thank you.**

You can also reset your own password at any time. Just select the **Change Password** tab in the upper left corner of the [Password Self-Service](#) website, type in your old password, type in your new password, and then verify the new password. Click the Change Password button and you're done!

**Be sure to check out the password requirements listed on the page if you're struggling to create a new password.*



The screenshot shows the 'FERRIS STATE UNIVERSITY' header with a red underline. Below it is a navigation bar with two tabs: 'Change Password' (highlighted in white) and 'Enrollment' (highlighted in dark blue). Below the tabs is a sub-header 'Change Password' with a help icon (?). The main form area contains three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. Each field has a password strength indicator icon on the right. Below the fields is a list of password requirements: 'Minimum length should be at least 8', 'Number of special characters to include 1', 'Must contain at least 1 upper case character(s)', 'Number of numerals to include 1', and 'Must contain at least 1 lower case character(s)'. At the bottom are two buttons: 'Change Password' (green) and 'Cancel' (grey).

FERRIS STATE UNIVERSITY

IT SERVICES

Change Password Enrollment

Change Password (?)

Old Password

New Password

Confirm New Password

- Minimum length should be at least 8
- Number of special characters to include 1
- Must contain at least 1 upper case character(s)
- Number of numerals to include 1
- Must contain at least 1 lower case character(s)

Change Password Cancel

Feel free to contact us if you'd like assistance in enrolling in your verification methods.

For technical support, please contact the IT Solution Center

<http://www.ferris.edu/it>

[Self-Service Portal](#)

231-591-4822 or toll free at 877-779-4822

24 hours a day, 7 days a week, 365 days a year