

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 main content area is titled 'Enrolled Verification Methods' and lists three categories of verification methods:

- Email Verification:** Shows two verified email addresses: one ending in '@ferris.edu' and another in '@gmail.com'. A red arrow points from the text 'Add your non-Ferris email accounts so you can receive a verification code' to the '@gmail.com' entry.
- SMS Verification:** Shows two verified mobile phone numbers, both starting with '231'. A red arrow points from the text 'Add multiple mobile phone numbers so you can receive a verification code via text message.' to the first entry.
- Set Up Backup Verification Methods:** Includes the 'Microsoft Authenticator' option. A red arrow points from the text 'You can also use the Microsoft Authenticator app.' to the 'Set up' link.

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

The screenshot shows an email titled 'Enrollment Acknowledgement Notification - Message (HTML)'. The sender is 'Ferris Self Service Password Reset <SelfServicePassw...>'. The email content 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.

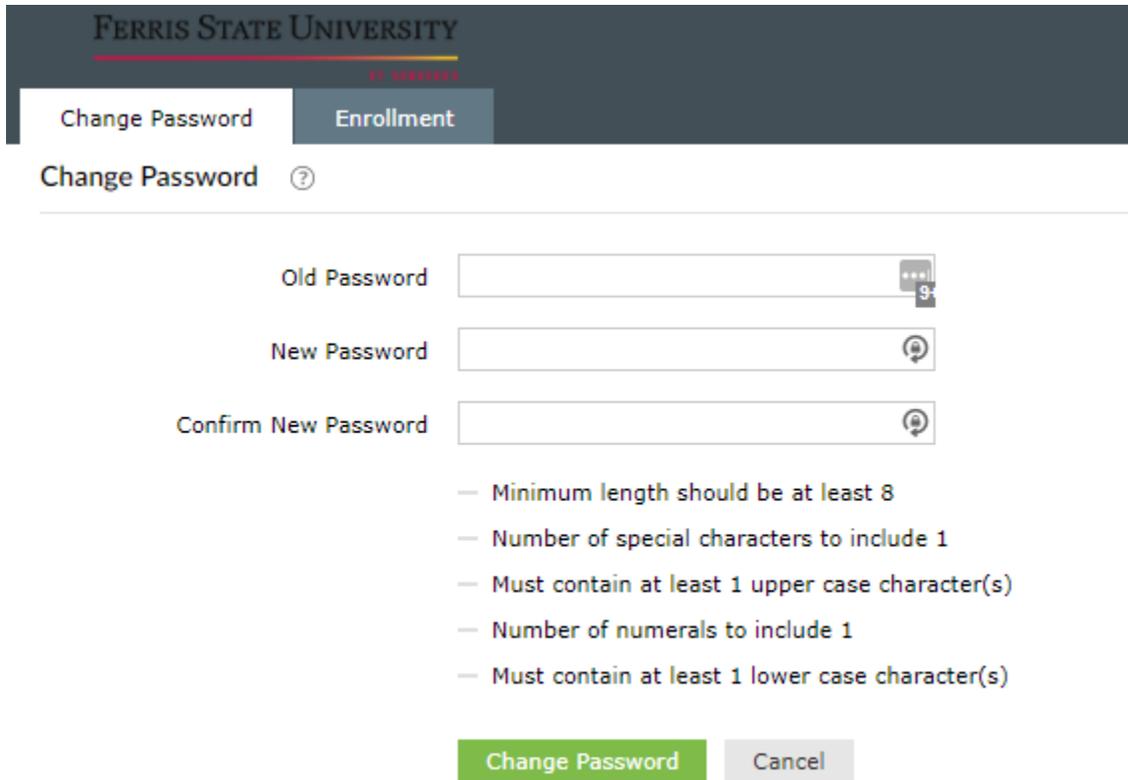
Thank you.

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 IT Services portal. At the top, there is a dark header with the university name and 'IT SERVICES'. Below this, there are two tabs: 'Change Password' (selected) and 'Enrollment'. The main heading is 'Change Password' with a help icon. The form consists of three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. Each field has a password strength indicator icon. Below the fields, there are five password requirements listed with minus signs: '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, there are two buttons: a green 'Change Password' button and a grey 'Cancel' button.

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