e-ID Password Resets Using a “Secret Question”

If you can’t remember your password, or have problems logging into e-mail, and if you definitely don’t want to run across campus to the HelpDesk with a photo ID to have your e-ID password reset—what can you do?

Set a Secret Question. By setting a Secret Question you can rest your password from any computer with internet access.

How to Set a Secret Question

1. Open the Accounts Portal at https://accounts.jmu.edu/ and log in using your e-ID and password.

2. Click on e-ID Password/Secret Question in the navigational bar on the left of the screen.

3. On this screen, click on Change My Secret Question button.

4. On this screen, key in a secret question and answer to it. Your secret question and answer should be something that only you are likely to know.
The **answer** should be something that is obvious only to you. The answer to your question **must be at least eight characters long**. If you have previously set a secret question and answer, they will appear in the boxes in this screen. Click **Continue** to complete the **Secret question and Answer**. You may Log off or enter other areas of the Accounts Portal from the left hand navigation frame.

**How to Reset Your Password Using Your “Secret Question”**

1. Go to the Accounts Portal at [https://accounts.jmu.edu/](https://accounts.jmu.edu/)
2. Select the option (b) **Reset a forgotten e-ID password and log in to the accounts portal**
3. On the next screen, select option (a) **I want to reset my forgotten e-ID with my secret question.**
4. You will verify your identity by keying in your JMU e-ID and your birthday (month & day). Click **Continue**.
5. In the next screen, after the prompt for your **Secret Question**, key in your predetermined answer. Click **Continue**. Your typed answer must be **EXACTLY** what was typed when the question was set.

**Note:** The answer is case sensitive must include any punctuation and or spaces that you
6. If you type in the correct answer, the password creation screen will appear. Your password must be between 8 characters and 32 characters long and can contain most characters that appear on your keyboard except for parentheses ( ), braces { }, backslash \, double quotes, and spaces. Passwords based on common dictionary words or names are easily hacked and will not be acceptable. **Note:** You may also change your “Secret Question” and “Secret Answer” on the screen as well.

7. Click on **Continue** to complete the new password setup.

8. The next screen will confirm the e-ID password change as well as an expiration date of the current password.
As always, if you have any questions concerning the Secret Question for Password reset, please feel free to contact the JMU Computing Support HelpDesk at 568-3555 or email helpdesk@jmu.edu.