

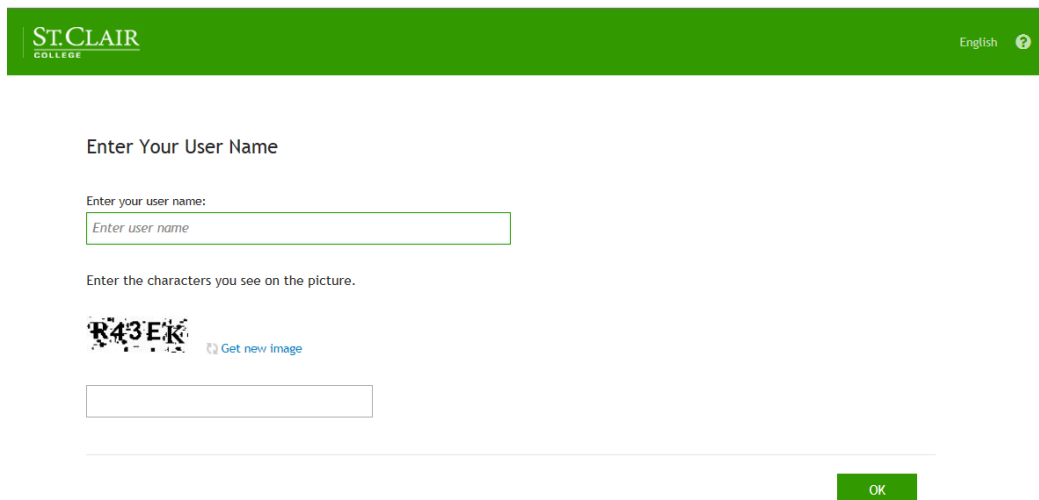
St. Clair ONE Password Management Portal Passcode Assigned

Trying to setup your St. Clair ONE account for the first time and do not have your initial password that was emailed to your HOME email? Unable to answer your questions?

You will first need a passcode from the IT Help Desk 519-972-2727 x2500 to complete this document. Passcodes are only valid for 8 hours.

Once you have obtained your passcode, simply log in to the St. Clair ONE Password Management Portal at <https://myone.stclaircollege.ca/pmuser> and complete the following steps.

1. Enter your username and the captcha and click **OK** when you are finished



ST. CLAIR COLLEGE English ?

Enter Your User Name

Enter your user name:

Enter the characters you see on the picture.

R43EK [Get new image](#)

OK

2. From the menu click on **I Have a Passcode**



My Questions and Answers Profile

Configure your personal Questions and Answers profile that will allow you to reset your forgotten password and unlock your account in the future.



I Have a Passcode

If you have not registered with Password Manager and have forgotten your password, click here to create your Questions and Answers profile using the passcode.

+ Disabled Tasks

3. Enter the Passcode provided and click **Next**. The Q&A profile screen will automatically open

Contact your help desk to obtain a passcode. To proceed, enter the passcode in the text box below.

Passcode:

Next

Cancel

4. You will now be prompted to create 3 of your own questions and answers and provide answers to 3 pre-defined questions. The questions will be used later to allow you to reset your forgotten password.

Provide answers to these questions and make sure you remember your answers, because the questions will be used later to allow you to reset your forgotten password and unlock your account.

● Your answers must comply with the policy requirements.

- The minimum length of an answer must be 1 characters.
- The minimum length of a user-defined question must be 1 characters.
- All answers must be unique.
- The answer must not contain the corresponding question.

Language of questions and answers: English (United States)

Create your own question:

Answer:

Confirm answer:

Create your own question:

Answer:

Confirm answer:

Create your own question:

5. Click **Go to home page**



Questions and Answers profile was successfully updated

[Go to home page](#)

Details

- Your Questions and Answers profile was successfully updated.
- Notification was sent to your email.

6. Click **Forgot My Password**



Home

Welcome, SUN SHINE. If you are not SUN SHINE, [click here](#).
Configure your Questions and Answers profile and manage your passwords by using the tasks below.



My Questions and Answers Profile

Configure your personal Questions and Answers profile that will allow you to reset your forgotten password and unlock your account in the future.



Forgot My Password

Set your new password by answering a series of private questions.



Manage My Passwords

If you know your current password, you can securely change all your passwords.



My Notifications

Select events that you want to be notified about, such as when your password is changed or your account is unlocked.

⊕ Disabled Tasks

7. You will be prompted to answer your questions that you created in the previous steps



Forgot My Password (SUN SHINE)

To continue, answer the following questions.

Question: What is your favourite question?
Answer:

Question: Name of your favourite pet.
Answer:

Question: What is your favourite car?
Answer:

8. After successfully answering your questions you can enter a new password

Enter new password.

Your new password must comply with the password policy:

- The password must meet the length rule requirements. The password must contain at least: 9 characters. The password must contain no more than: 16 characters.
- The password must meet the complexity rule requirements:
 - Not contain all or part of the user's account name
 - Contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Numerals (0 through 9)
 - Non-alphabetic characters (such as !, \$, #, %)
- The password must contain: 1 lowercase characters, 1 uppercase characters, 1 alphabetic characters, 0 unique characters, at least 1 digits, digits in positions: 0, 0 ending digits, at least 0 special characters, special characters in positions: 0, 0 ending special characters. The check is not case sensitive.
- The password must meet the password history requirements of the system. The number of passwords to store: 24.


New password:

Confirm new password:

9. Click **Next** to continue.

10. You have successfully reset your password

Forgot My Password (SUN SHINE)

 Your password was successfully reset

[Go to home page](#)

Details

- Your password was successfully reset.
- Password was successfully reset in the following systems: Dell One Identity Manager
- Notification was sent to your email.

Your blackboard, office 365, email, campus computer, and wireless passwords have all been updated to reflect your new password change.