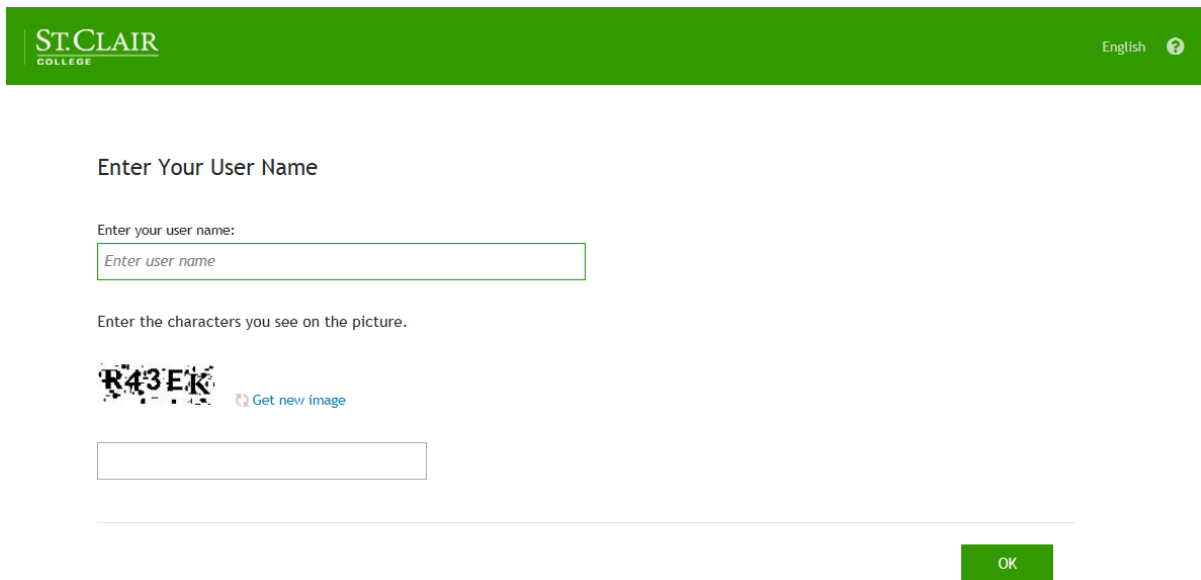


# St. Clair ONE Password Management Portal

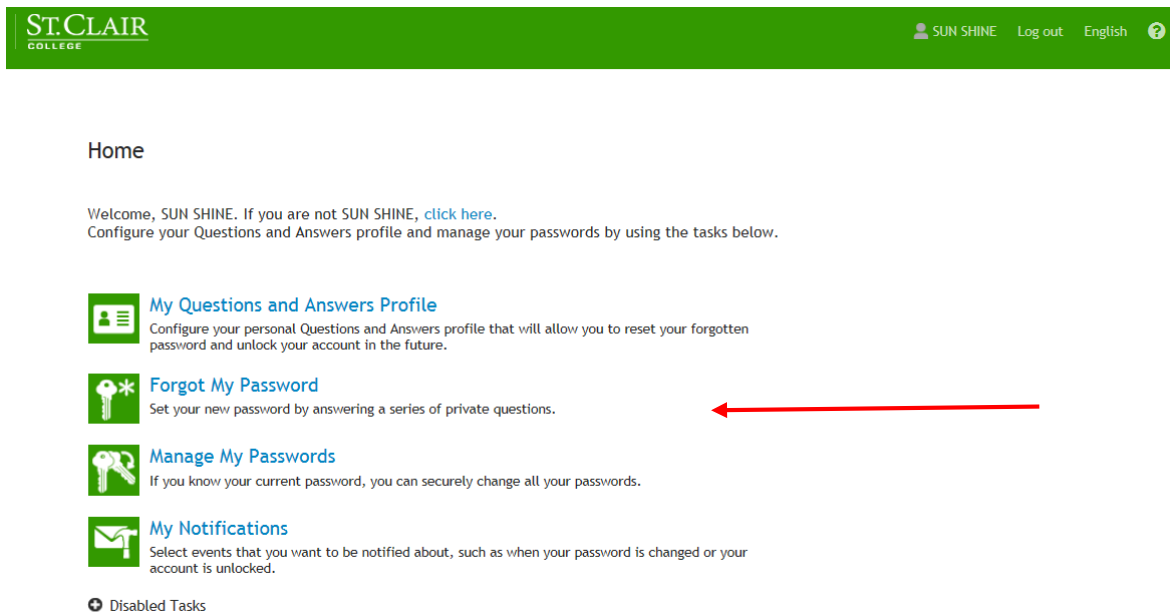
## Forgot Password

If you have forgotten your password and have previously set up your security questions, no need to call the helpdesk! Simply log in to the St. Clair ONE Password Management Portal at <https://myone.stclaircollege.ca/pmuser>

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



2. From the menu click on **Forgot My Password**.



- You will be prompted to answer your security questions that you have previously set up.

### 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:

- After successfully answering your question you can enter a new password. Click Next to continue.

### Forgot My Password (SUN SHINE)

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: 8 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.
- The password must meet the password maximum age requirements of the system. Maximum password age: 89.


New password:

Confirm new password:

Next Cancel

5. You have successfully reset your forgotten 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.