# myPassword.humber.ca

## Quick Reference Guide

<table>
<thead>
<tr>
<th>Enrolling (first time use)</th>
<th>Logging In (subsequent use)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REQUIREMENTS</strong></td>
<td>1. Launch your favourite Web browser.</td>
</tr>
<tr>
<td><strong>NOTE:</strong> You must have either:</td>
<td>2. Navigate to myPassword.humber.ca</td>
</tr>
<tr>
<td>- a mobile phone with a Canadian provider and be able to receive text messages sent as e-mail</td>
<td>3. Enter your Humber username (e.g. SMITH, N12345678).</td>
</tr>
<tr>
<td>- a personal email address</td>
<td>4. Click Continue.</td>
</tr>
<tr>
<td>Information sent by text or email is required to complete some functions.</td>
<td>5. The main menu is displayed.</td>
</tr>
<tr>
<td>1. Open a web browser and enter myPassword.humber.ca</td>
<td>6. Click Continue.</td>
</tr>
<tr>
<td>2. Enter your Humber username (e.g. SMITH, N12345678).</td>
<td>7. Security Questions and Answers</td>
</tr>
<tr>
<td>3. Click Continue.</td>
<td>a. Select a security question for Question 1 and enter the answer.</td>
</tr>
<tr>
<td>4. Click Continue again to enroll.</td>
<td>b. Select a security question for Question 2 and enter the answer.</td>
</tr>
<tr>
<td>5. Enter your Humber password.</td>
<td>c. Select a security question for Question 3 and enter the answer.</td>
</tr>
<tr>
<td>6. Click Continue.</td>
<td>d. Click Continue.</td>
</tr>
<tr>
<td>7. Secondary Verification Method</td>
<td>a. To have texts sent to your mobile phone, select a carrier from the drop down list. To receive email messages, select Secondary Email Address.</td>
</tr>
<tr>
<td>a. Enter your mobile number or email address.</td>
<td>b. Enter your mobile number or email address.</td>
</tr>
<tr>
<td>9. Click the Request Authorization Code button.</td>
<td>10. Enter the authorization code sent to your mobile phone or email.</td>
</tr>
<tr>
<td>11. Click Continue.</td>
<td>11. Click Continue. A confirmation page will appear and an email will be sent to the primary email address.</td>
</tr>
<tr>
<td>A confirmation page will appear and an email will be sent to the primary email address.</td>
<td>12. Click Continue again. The main menu is displayed.</td>
</tr>
</tbody>
</table>

## Main Menu

**Forgot Password**
- Allows you to reset your password if it was forgotten.

**Unlock Account**
- Allows you to unlock your account after entering too many incorrect passwords.

**Change Password**
- Allows you to change your current password.

**Sign Out**
- Used to log out of the password management system.

**Account Information**
- Displays information about your account (e.g. password age, password expiry date, etc.).

## Best Practices for Passwords

1. Memorize your password or store it in a secure password application.
2. Use a mix of letters (uppercase and lowercase), numbers, and symbols in each of your passwords.
3. A strong password is eight or more characters in length.
4. Replace your password every 90 days.
5. Never give your password to anyone including support persons, friends, family, and roommates.
6. Do not use the same password to secure more than one account.
# Manage Account Options

## Forgot Password

Allows you to reset your password if it was forgotten.

1. Click Forgot Password.
2. Enter the authorization code sent to your phone or secondary email address.
3. Click Continue.
4. Answer security question 1 and click Continue.
5. Answer security question 2 and click Continue.
6. Answer security question 3 and click Continue.
7. Enter a new password in the New Password field.
8. Re-enter the new password in the Confirm field.
9. Click Continue.
   A confirmation page will appear and a notification will be sent to the primary email address.
10. Click Continue to return to the main menu.
11. To logout, click Sign Out and close your browser.

## Unlock Account

Allows you to unlock your account after entering too many incorrect passwords.

1. Click Unlock Account.
2. Enter the authorization code sent to your phone or secondary email address.
3. Click Continue.
4. Answer security question 1 and click Continue.
5. Answer security question 2 and click Continue.
6. Answer security question 3 and click Continue.
   A confirmation page will appear and a notification will be sent to the primary email address.
7. Click Continue to return to the main menu.
8. To logout, click Sign Out and close your browser.

## Change Password

Allows you to change your password.

1. Click Change Password.
2. Enter the current password in the Old Password field.
3. Enter the new password in the New Password field.
4. Re-enter the new password in the Confirm field.
5. Click Continue.
   A confirmation page will appear and a notification will be sent to the primary email address.
6. Click Continue to return to the main menu.
7. To logout, click Sign Out and close your browser.

# Account Information Options

## Account Information

Displays information about your account such as password age, password expiry date, etc.

1. Click Account Information.
2. Enter the authorization code sent to your phone or secondary email address.
3. Click Continue.
4. Answer security question 1 and click Continue.
5. Answer security question 2 and click Continue.
6. Answer security question 3 and click Continue.
7. The Account Information is displayed.
8. Click Continue to return to the main menu.
9. To logout, click Sign Out and close your browser.

## Enrollment

Allows you to change your security questions, phone or email address.

1. Click Enrollment.
2. Enter your Humber password.
3. Click Continue.
4. To change one or more security questions:
   a. Select the new question from the drop down list.
   b. Enter the new answer.
5. Click Continue.
6. To change your mobile phone information:
   a. In the Secondary Verification Method field, select the carrier.
   b. Enter the mobile number.
7. To change your secondary email address:
   a. In the Secondary Verification Method field, select Secondary Email Address.
   b. Enter the email address.
9. Enter the authorization code sent to your phone or secondary email address.
10. Click Continue. A notification will be sent to the primary email address.
11. Click Continue to return to the main menu.
12. To logout, click Sign Out and close your browser.