

# How to Reset Your Password

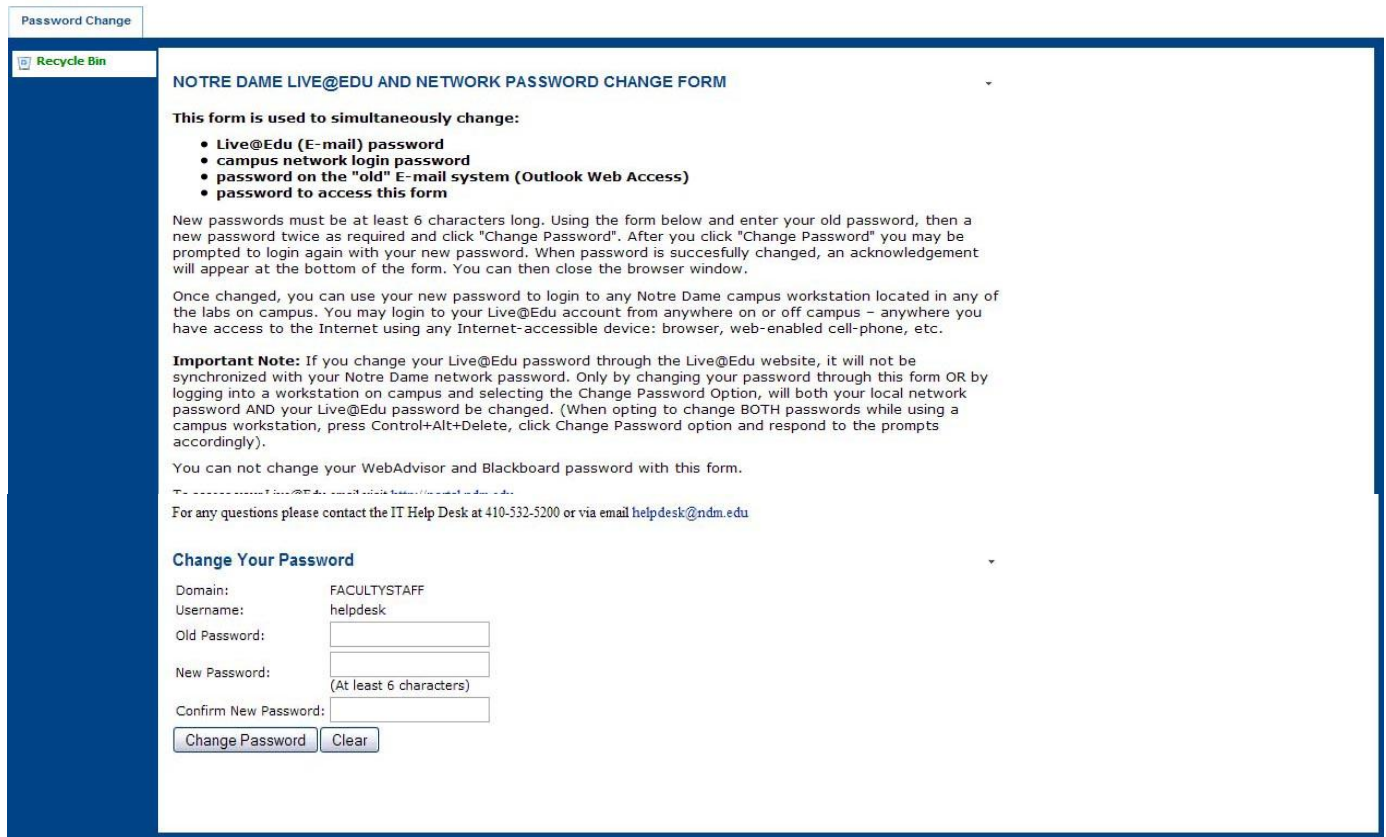
This process will reset the password for your [Live@Edu](#) email account, your [Outlook Web Access](#) account (from the “old” email system) your [Campus Network Login](#), and also the password to access the [Password Reset](#) form in the following instructions.

**Step 1)** In the address bar of your web browser type in <http://password.ndm.edu> and a login window will appear on the screen. In the [User Name](#) box, type “students\” and then your user name. Your password is most likely going to be your first and last initials in capital letters followed by the last four digits of your social security number (e.g. “JD1234”) after typing in your information click [OK](#).



The image shows a standard Windows-style authentication dialog box titled "Authentication Required". It contains a question mark icon and the text "Enter username and password for https://sps.ndm.edu". There are two input fields: "User Name:" with the text "students\yourusernamehere" and "Password:" with six dots. At the bottom are "OK" and "Cancel" buttons.

If the user name or password is typed incorrectly the same window will come up again with no error messages and you will be able to try to log in again. After logging in successfully the following window will appear in your browser.



The image shows a web browser window displaying a "Password Change" form. The page title is "NOTRE DAME LIVE@EDU AND NETWORK PASSWORD CHANGE FORM". The form includes a list of items to be changed: Live@Edu (E-mail) password, campus network login password, password on the "old" E-mail system (Outlook Web Access), and password to access this form. It also contains instructions on password requirements and a "Change Your Password" section with input fields for Domain, Username, Old Password, New Password, and Confirm New Password, along with "Change Password" and "Clear" buttons.

**Step 2)** Scroll down to the Change Your Password area. Insert your old password (the one that you just previously used to log in to this page) into the Old Password box.

In the New Password box type a new password you wish to use. The only specification is that it must be at least six characters in length. If you wish, you can change your password to the same as your previous password.

## Change Your Password

Domain:	FACULTYSTAFF
Username:	helpdesk
Old Password:	<input type="text"/>
New Password:	<input type="text"/> (At least 6 characters)
Confirm New Password:	<input type="text"/>
<input type="button" value="Change Password"/> <input type="button" value="Clear"/>	

Retype your new password in the Confirm New Password area and then click the Change Password button.

If the information in the Old Password area was typed incorrectly, or if the passwords inside of the New Password and Confirm Password area are not typed the same, you will receive an error message. Carefully retype your information and click Change Password. If the password has been changed there will be green text at the bottom of the screen that will say Password successfully changed.



Welcome Help Desk ▾ | My Site | My Links ▾ | ⓘ

- My Settings**  
Update your user information, regional settings, and alerts.
- Sign in as Different User**  
Login with a different account.
- Sign Out**  
Logout of this site.
- Personalize this Page**  
Add, remove, or update Web Parts on this page.

**Step 3)** After your password has been successfully changed you may close your browser to log out. If your browser is automatically set to keep you logged in you can also choose the Welcome <Your Name Here> link that is located at the top right corner of the screen and click Sign Out. **You must close your browser to complete the sign out process, otherwise you will remain logged in.** If you are on a public computer please remember to sign out and close your browser window.

Please note if you are a new student this process has reset your password for your Live@Edu account and you are now able to log in using your new password. If you are a returning student you will also need to reset your Live@Edu password using the following instructions.

You must have previously set up your [Live@Edu](#) account for this process to work correctly, if you have not already set up your account please refer to the instructions [Getting Started with Live@Edu](#) located at <http://portal.ndm.edu>

**Step 1)** Navigate to <http://live.ndm.edu>. Do not log in at this time. Click on the [Forgot your password?](#) link that is located beneath the [Password](#) input area.



Sign in

Windows Live ID:   
(example555@hotmail.com)

Password:   
[Forgot your password?](#)

Remember me on this computer (?)  
 Remember my password (?)

[Use enhanced security](#)

**Step 2)** The following screen will request your [Windows Live ID](#) and then will show a picture with letters and numbers inside of a gray box. (**Note:** The letters will be different than in the example below.) Type the letters and numbers that appear in the gray box into the [Characters](#) area and then click [Continue](#).

### Reset your password

Before you can reset your password, you need to type your Windows Live ID and the characters in the picture below.



Windows Live ID:   
Example: someone@example.com

Picture: 

Type the 6 characters you see in the picture

Characters:

This helps us prevent automated programs from gaining unauthorized access to accounts.  
[Get help with this](#)

**Note:** There is a button located beside the gray box to play audio that you can type in the [Character](#) area instead, this is not recommended as the sound on the computer would need to be turned up and it is also difficult to understand what is being said.

**Step 3)** On the next screen you have the option to reset your password by entering your location information and an answer to a secret question, or by sending reset instructions to an alternate email address you should have provided when you first set up your account.

When you are finished entering your information click the Continue button and follow the directions on the subsequent screen to change your password. To avoid confusion it is recommended that you use the same password that was created in the previous steps of this document.

If any problems occur during this process or if you have any questions or concerns please contact the I.T. Help Desk at 410-532-5200 or at [HelpDesk@ndm.edu](mailto:HelpDesk@ndm.edu)

Reset your password

Select an option for resetting your password:

Use my location information and secret answer to verify my identity

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Country/region:

Question: Favorite teacher

Secret answer:

Send password reset instructions to me in e-mail

Reset your password

Select an option for resetting your password:

Use my location information and secret answer to verify my identity

Send password reset instructions to me in e-mail

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Select an e-mail address:

HelpDesk@live.ndm.edu

Alternate e-mail