Password Self-Service Reset
Reset Your Network Password

- Visit http://portal.ndm.edu
- Click “NDMU Password Self-Service”
- Click “Reset Password”
- Enter your email address
- Answer the challenge questions
- Choose a NEW password
1. Visit http://portal.ndm.edu
2. Click “NDMU Password Self-Service”
3. Click “Reset Password”
4. Enter Your Email Address

Password Reset:

Please enter your user name below

sroberts@ndm.edu

Examples:
jsmith1@ndm.edu
speterson@live.ndm.edu

Next
5. Answer The Challenge Questions

Verify Your Identity: Submit Your Answers

You must answer 3 of the following 3 questions.

- What is the first name of the person you first kissed?
  ****

- What are the last 5 of your Social Security number?
  ****

- In what city or town did you meet your spouse/partner?
  baltimore

• Answers are NOT case-sensitive.
• If you cannot remember the answers to these questions, contact the helpdesk.
6. Choose a NEW Password

- Password **must** contain characters from **three** of the following **four** categories:
  - English uppercase characters (A through Z)
  - English lowercase characters (a through z)
  - Numbers (0 through 9)
  - Non-alphabetic characters (! @ # $ % ^ & *)
- Password **must** be at least 7 characters long
- Password **must not** contain your account name or parts of your full name that exceed two consecutive characters
- Password expires every 90 days.
- You are required to use "Strong" passwords that do not match previously used passwords.
7. All Done!

Success: Your password has been reset

✓ You can now use your new password to log in.
If you have any questions, comments or concerns, please contact the IT HelpDesk:

Helpdesk@ndm.edu

Or

410-532-5200