

# Instructions for resetting your password at [accounts.hartwick.edu](https://accounts.hartwick.edu)

- 1) Go to <https://accounts.hartwick.edu/> . Enter your **original** Hartwick College credentials, then click **Login**.
  - *If presented with a security prompt, you may close it and fill out the required info on the webpage.*
  - *If you were previously prompted by Windows to change your password upon log in, **and did so**, you will need to use that password instead of your original password.*
- 2) On the next page, you will be prompted to verify your identity. Once you have done so, you may proceed to Step 3.
  - Alternatively, if you are prompted to set up multifactor verification methods (phone number, email address, authenticator code), set up those items then proceed to Step 3.
- 3) At the top of the webpage, navigate to the Self-Service tab.
- 4) Fill in the requested items. You will need the password you used to log into [accounts.hartwick.edu](https://accounts.hartwick.edu), as well as a new password. Before submitting, check the requirements list on the page to verify if your password will be accepted.
  - *If you click **Change Password** and receive an error, please double check that the new password you created meets all security requirements.*
  - *If you receive a message saying the password was updated, or if the page refreshed with no errors, then your password has been successfully changed.*
- 5) Once you have changed your password, it will be synced across all Hartwick services, including Microsoft accounts, Hartwick Computers, Google Accounts, Gmail, D2L, Navigate, Office 365 Apps, Self Service and Hartlink.
  - *It may take up to 30 mins for all services to sync.*
  - ***Any device that was signed into these services (iPhone, iPad, Android, Windows PC, Mac) will need to be signed in again.***