

Help Desk: 717-871-7777

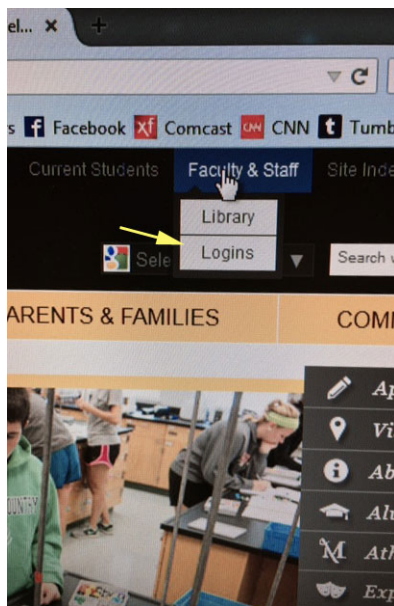
7 a.m. to 9 p.m. weekdays (till 5 p.m. Fridays)

Navigate to the Password Portal Page

Start by going to the MU Homepage. www.millersville.edu

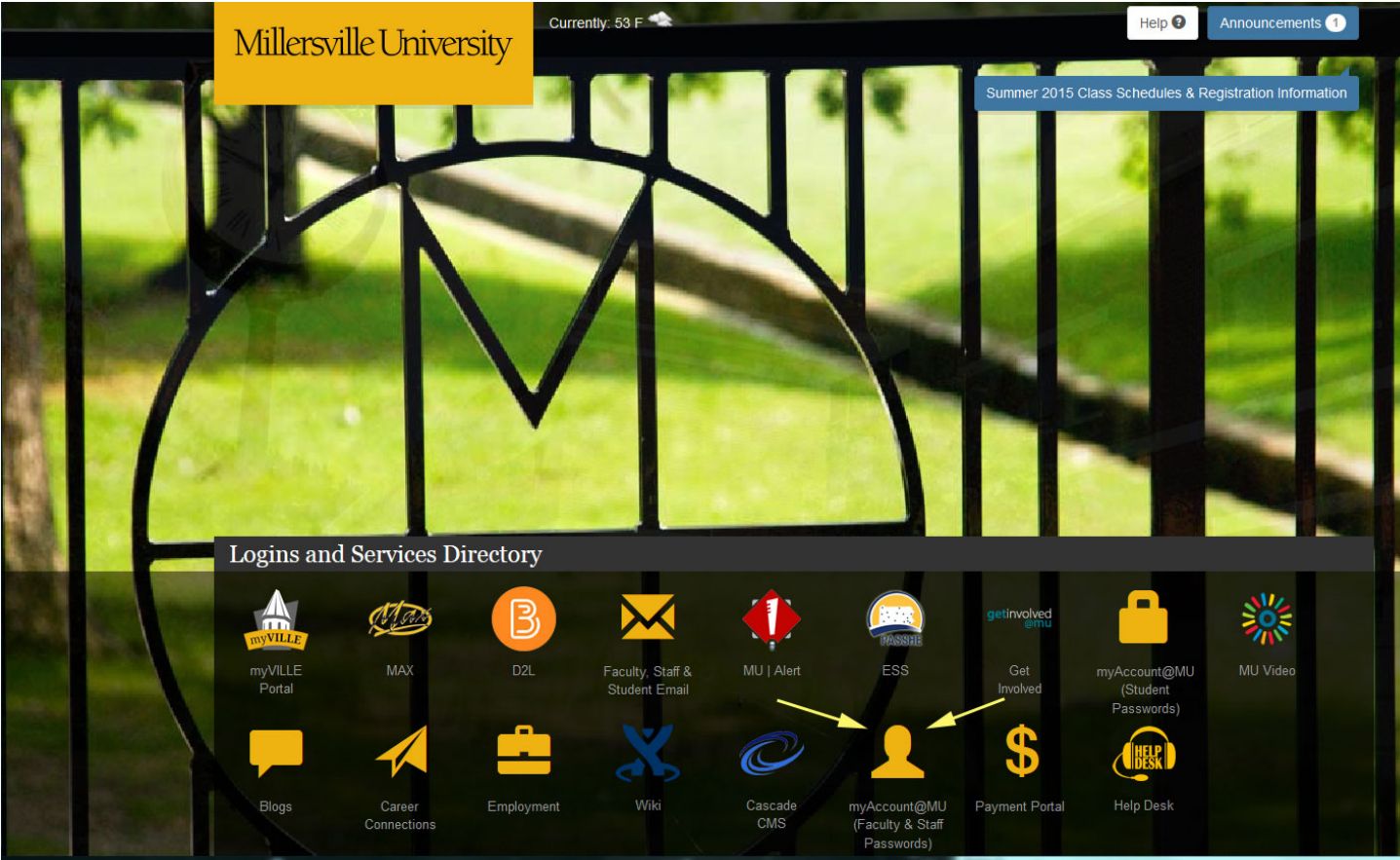
At the top of the page, hover over the Faculty/Staff link and choose Logins.

(see illustration 1)



(Illustration 1)

On the following page click the myAccount@MU Faculty/Staff icon as indicated: (see illustration 2)



(Illustration 2)

Log into the Password Portal (illustration 3):

Millersville University



myAccount@MU Account Maintenance

Self-service maintenance for your myVILLE account

For Faculty and Staff:

Enter your myVILLE user name, password and select "Faculty-Staff-Login"

Here you will be able to:

- Perform first time account setup (only those who have not logged into myAccount@MU previously). This will enroll your myVILLE account and setup your security questions and answers. Once enrolled you will have access to Outlook, Outlook Web App, myVILLE and Wifi accounts.
- Change your previously setup security questions and answers.
- Change your myVILLE password.
- Utilize the [Reset your Forgotten Password](#) function

For Students:

- Once enrolled with your MAX Mobile information complete and up-to-date ([access MAX Mobile](#)), you may use this page to:
 - Change your password
Enter your myVILLE user name, password and select "Student-Login"
 - [Reset your forgotten password](#)
Enter your myVILLE user name and select "Student-Login"
- [Change your MAX PIN](#)
- [Change your Maruader Mail Password](#)

For NEW Students:

- You must first enroll your myVILLE account. [Perform first time account setup](#) thru the [myAccount Maintenance Page](#) (be sure to register your cell phone number so that you can reset your password online in the future - if not you will need to call the Help Desk at (717) 871-7777)

Other Information:

- For more help please select [More Information](#) or contact the Help Desk at (717) 871-7777 or x7777.

Sign in

User Name:

Password:

Account Type:

Login



Reset myVILLE Password

Reset your forgotten myVILLE Password

Quick Links

[Millersville Home](#)
[Faculty & Staff Page](#)
[Students Page](#)

(Illustration 3)

Enter your email user name and password. Choose Faculty/Staff for Account Type.

Make sure you click Login.

Do not click Reset Password!

Set up your Security Questions:

After successfully logging in you may see a popup that requires the creation of your security

questions. This is a link to the Security Questions page.



(Illustration 4)

Skip to "Change Your Password" if your questions are already set up.

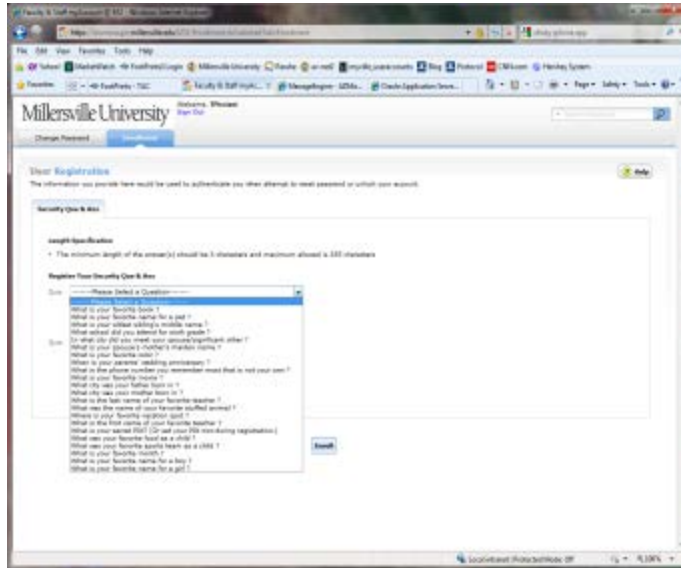
Rely on Illustration 4 for the next step

- *If you ever forget your answers (see below), you can return to this page at any time to reset your security questions, and answers by logging into the portal and clicking the **Enrollment** tab.*

A screenshot of the Millersville University myAccount page, specifically the "User Registration" section. The page title is "User Registration" and it includes a sub-header: "The information you provide here would be used to authenticate you when attempt to reset password or unlock your account." Below this, there is a "Security Ques & Ans" section. It contains a "Length Specification" note: "The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters." The "Register Your Security Ques & Ans" section has two identical forms. Each form has a "Question" dropdown menu, a "Answer" text input field, and a "Confirm Answer" text input field. There is a "Hide Answer(s)" checkbox. At the bottom of the form is an "Enroll" button. The browser's address bar shows the URL: "https://myaccount.millersville.edu/5251/Enrollment.do?protectedTab=Enrollment".

(Illustration 5)

Select a security question of your liking: (see illustration 6)

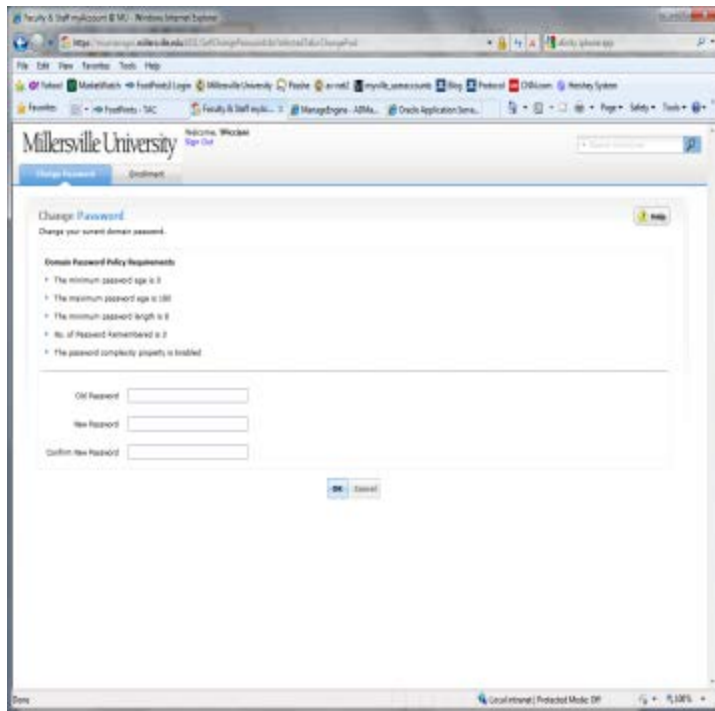


(Illustration 6)

Create an answer to your security question. Answers are not case sensitive.
Repeat for question 2.
Click Enroll to complete the process.

Change your Password

Switch to the Change Password Screen by clicking on the "Change Password" tab. (*see Illustration 8*)



(Illustration 8)

Enter your old (current) password in the appropriate box.

Create a new password and enter it in the remaining 2 boxes.

Note the requirements indicated. Passwords must contain 3 of the following 4 characteristics:

- * Numerals
- Upper case characters
- Lower case characters
- Special characters

In addition, passwords must not contain a significant portion of the user name and must vary from the last 3 passwords by at least 3 characters.

Click OK to save your new password.

After changing your password, we recommend you reboot your office computer. Do not simply log off. This will insure that any shared folders remain accessible.

The password change will affect:

- * Wireless access
- Outlook
- Desire2Learn
- MyVille
- Hershey / Singularity
- Network Login (MU_Domain only)
 - Office
 - Labs

- Classrooms
- Cascade

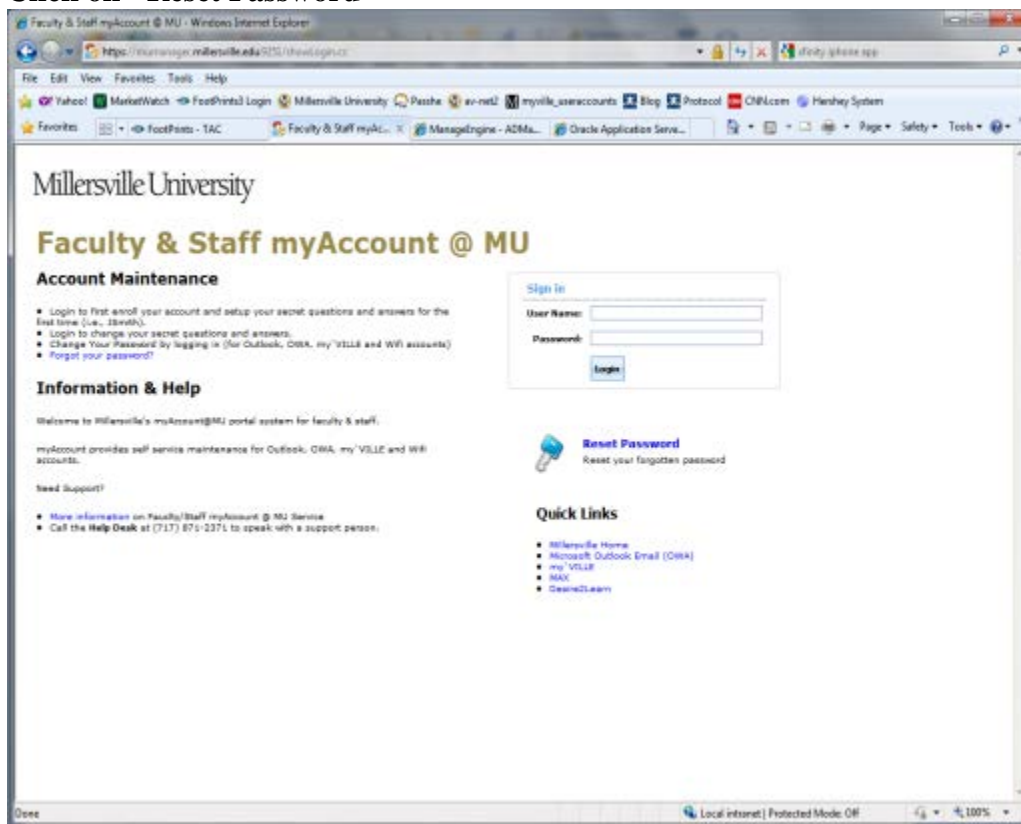
Not Affected:

- * Banner
- Hyperion / Brio

Password Reset Instructions (Forgotten Password Process):

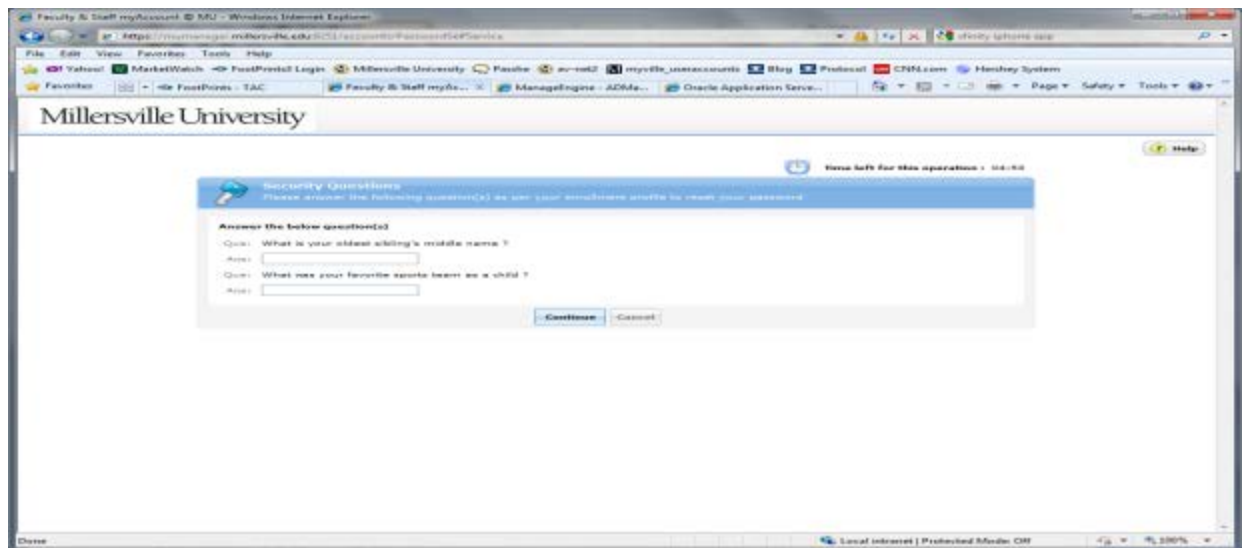
From the Password Portal screen:

Click on "Reset Password"



Enter your User ID in the provided box.





Enter the answers to your selected security questions in both provided boxes.

Remember, the answer is case sensitive!

Click Continue

This will log you into the password portal where you can then [Change Your Password](#) as detailed earlier