# Using the myAccount@MU Password Portal

## Password Portal Location

1. [University Website > Links for Faculty & Staff > Logins](https://www.millersville.edu/logins/)
2. [https://www.millersville.edu/logins/](https://www.millersville.edu/logins/)

## MyAccount@MU (Manage Passwords)

- Faculty, staff and students now use the same portal

## Select Manage Account or Reset Password

- **Manage Account** will allow you to log in and change your password if you know your current password
- **Reset Password** will allow you to answer your security questions to reset your password if you forgot your current password
Using Manage Account to Change Password

Enter your email username and current password

Make sure you click Login

-Do not click Reset Password-

Set up your Security Questions

After successfully logging in you will see the Security Questions page. If you have already enrolled your security questions, you will see a yellow bar that says you have enrolled. Otherwise, please choose your security questions and answers.

If you ever forget your answers, 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.

Complete setup of Security Questions if you aren’t enrolled:

- Choose your preferred question from the drop down list
- Create an answer to your security question. Answers are case sensitive
- Repeat for question 2
- Click Update to complete the process
Change your Password

Switch to the Change Password Screen by clicking on the "Change Password" tab.

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.

Note: Please update your password on your mobile device if you have your e-mail setup on your phone or a tablet, otherwise your account could get locked out.
Password Reset (Forgotten Password process)

From the Password Portal screen:
Click on “Reset Password”

Enter your User ID and click Continue

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 create a new password.

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 Reset myVILLE Password to complete the password change

Note: Please update your password on your mobile device if you have your e-mail setup on your phone or a tablet, otherwise your account could get locked out.