# Using the myAccount@MU Password Portal-Students

<table>
<thead>
<tr>
<th>Password Portal Location</th>
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<tr>
<td>1. University Website &gt; Links for Current Students &gt; Logins</td>
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<td>2. <a href="https://www.millersville.edu/logins/">https://www.millersville.edu/logins/</a></td>
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## 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.

![Account Maintenance](Image)
Using Manage Account to Change Password

Enter your username and current password

Make sure you click Login

-Do not click Reset Password-

Change your Password

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:
• N u m e r a l s
• U p p e r c a s e c h a r a c t e r s
• L o w e r c a s e c h a r a c t e r s
• S p e c i a l c h a r a c t e r s

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
Click Continue to send the Verification code to the phone number listed.

If the phone number listed is incorrect, please contact the Help Desk at x7777 and we will reset your password for you. Once your password has been reset, you can log into MAX to update the phone number.

Log into Max. Choose Student Services. Choose Max Mobile. Verify and/or set up your text capable mobile phone number. Make sure you set your provider.

Reset Password
Changes made to the Max Mobile number can take up to 1 hour to become valid. It is recommended you wait at least an hour after making changes to your Max Mobile number before attempting to reset your MyVille password.

Enter the verification code you received via text and click Continue.

Type in a new password and confirm that password in the box below.

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.