

Sandhills Password Reset Website

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Users can access the password reset website at <https://reset.sandhills.edu/passwordreset>

This link will also be included on the faculty and staff webpage.

The first screen gives you three options to choose from (The fourth option is for use by IT staff only).

To use AD Self Password Reset you first need to enroll, once enrolled you can reset your password and unlock your account by answering several personal security questions:



Enroll

Forgot Password

Change Password

Helpdesk

Enrolling in the Program

The first option allows you to enroll with the password reset website. If you do not register using the **Enroll** option you will be unable to reset your password in the future.

When you click on **Enroll** you will be asked to login with your existing username (only your username; do not include your email address) and your existing password.

Please enter your account name and current password.

Username:

Password:

Next

Cancel

Once you login the next screen asks you to set your security questions. These questions will be asked of you the next time you use the password reset website to reset your password. If you set your security questions in our old password reset system you will need to setup new questions using the new system. Once you set your security questions you are finished with the enrollment process.

Please answer the following questions:

| | |
|-----------|--|
| Question: | <input type="text" value="Select a question"/> |
| Answer: | <input type="text"/> |

| | |
|-----------|--|
| Question: | <input type="text" value="Select a question"/> |
| Answer: | <input type="text"/> |

| | |
|-----------|--|
| Question: | <input type="text" value="Select a question"/> |
| Answer: | <input type="text"/> |

| | |
|-----------|--|
| Question: | <input type="text" value="Select a question"/> |
| Answer: | <input type="text"/> |

Resetting Your Password

When you select the option “Forgot Your Password?” you will be asked for your username (username only; do not include your email address) on the screen.

Please enter your account name and then select your domain.

Username:

Next

Cancel

After entering your username you will be asked the security questions you setup when you enrolled (Your questions may be different than the example listed).

Please answer the following questions:

Question: What is your father's middle name?

Answer:

Question: What is your mother's maiden name?

Answer:

Question: What is your all-time favorite sports team?

Answer:

Next

Cancel

Once you have successfully answered your security questions you will be given the option to reset your password. Please make sure to follow the password complexity requirements.

Please enter your new password and confirm it. The password complexity requirements are as follows: 1. Must be at least 8 characters long. 2. Must contain characters from three of the following four categories: "Uppercase Letters", "Lowercase Letters", "Numbers", "Symbols". 3. Cannot contain your first or last name. 4. It must be different from your last 5 passwords.

New password:

Show Password

Confirm password:

Unlock my account

Next

Cancel

Additional Options

“Change Your Password” allows you to set a new password by entering your existing password. This option does not ask for your security questions.