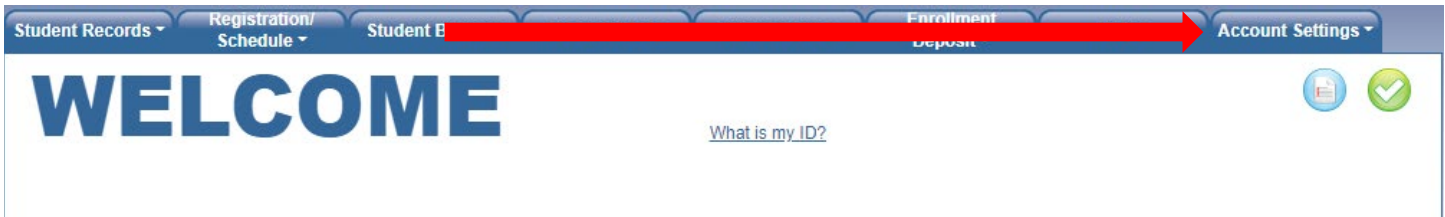


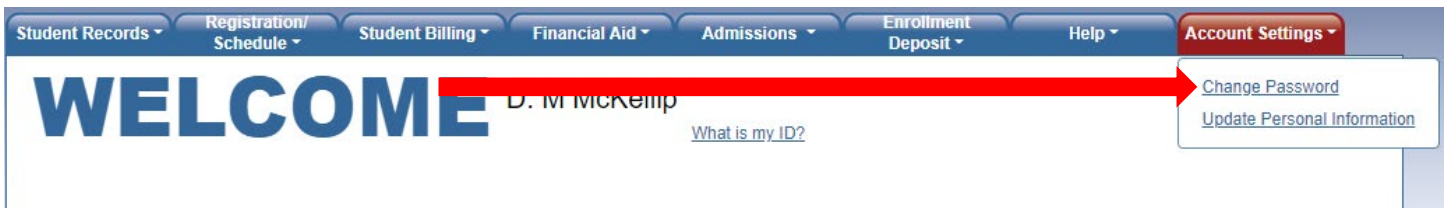
Purpose: To change password or reset password if forgotten.

Process: To Change Password (not forgotten)

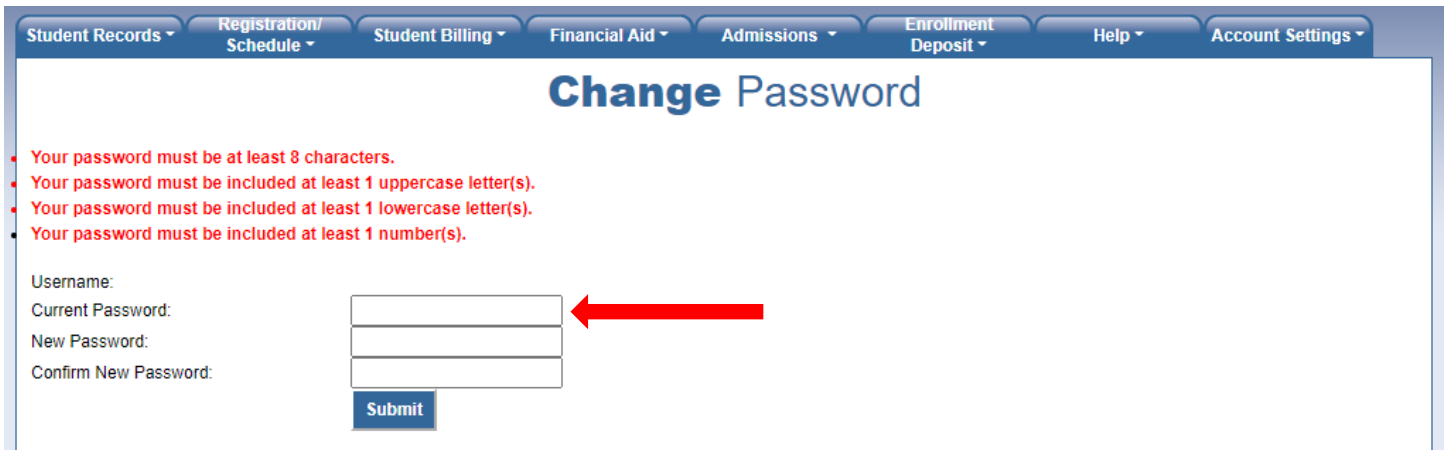
- 1) Log into your [EmpowerMe](#) account at [www.mercycollege.edu/empower](http://www.mercycollege.edu/empower).
- 2) Select *Account Settings*.



- 3) Select *Change Password*

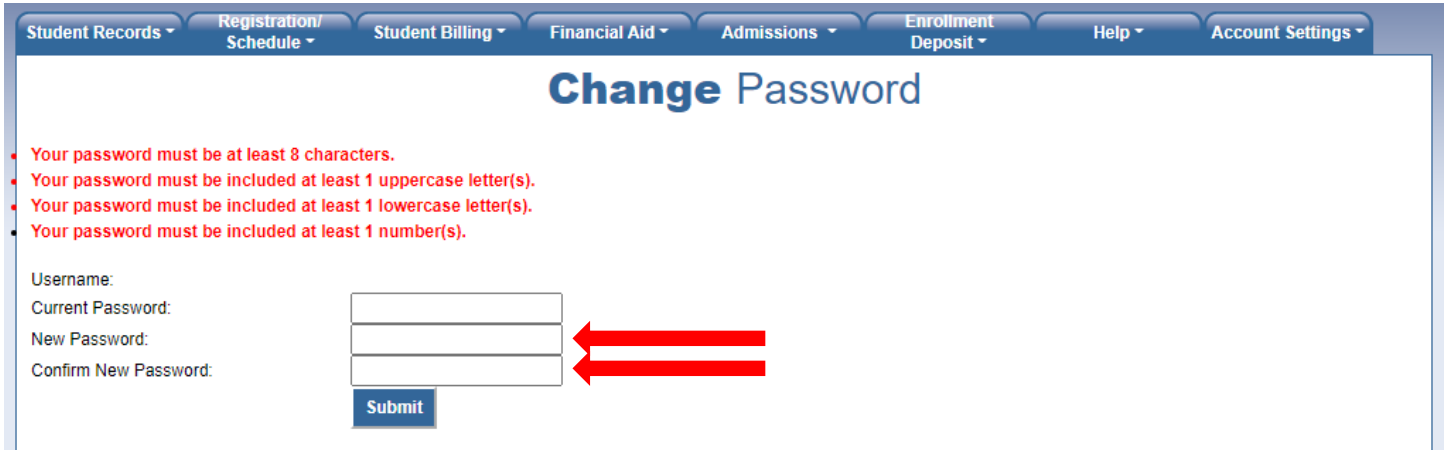


- 4) Enter your current password in the Current Password box.



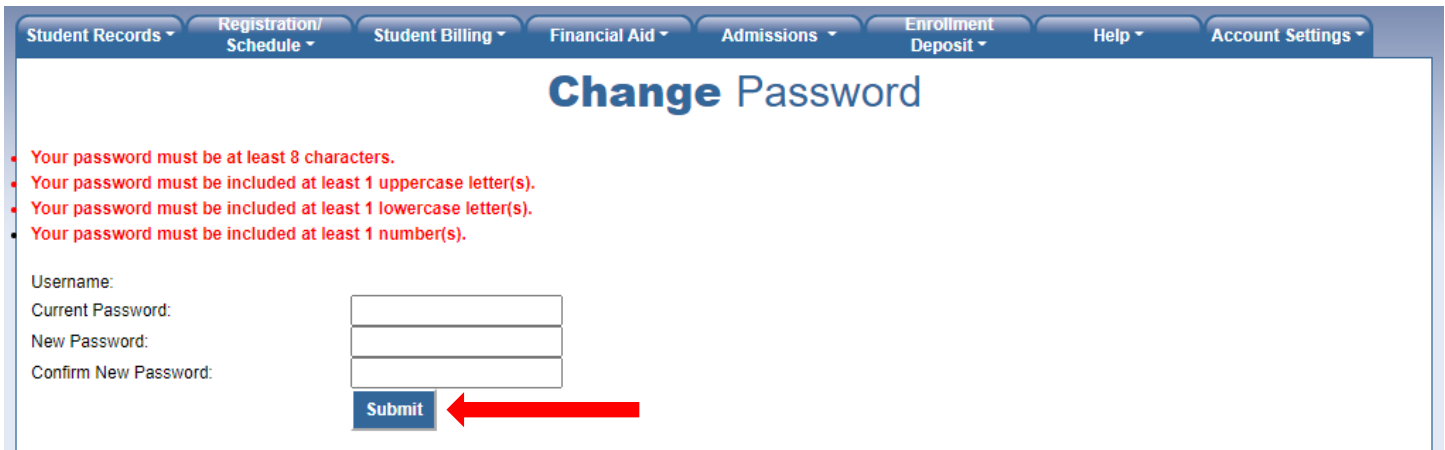
The screenshot shows the 'Change Password' form. At the top, there are four red bullet points listing password requirements: 'Your password must be at least 8 characters.', 'Your password must be included at least 1 uppercase letter(s).', 'Your password must be included at least 1 lowercase letter(s).', and 'Your password must be included at least 1 number(s)'. Below these requirements are four input fields: 'Username:', 'Current Password:', 'New Password:', and 'Confirm New Password:'. A red arrow points to the 'Current Password' input field. A 'Submit' button is located at the bottom of the form.

- 5) Enter a new password in the New Password box following the guidelines in red and then repeat the process in the Confirm New Password box. This password is case sensitive.



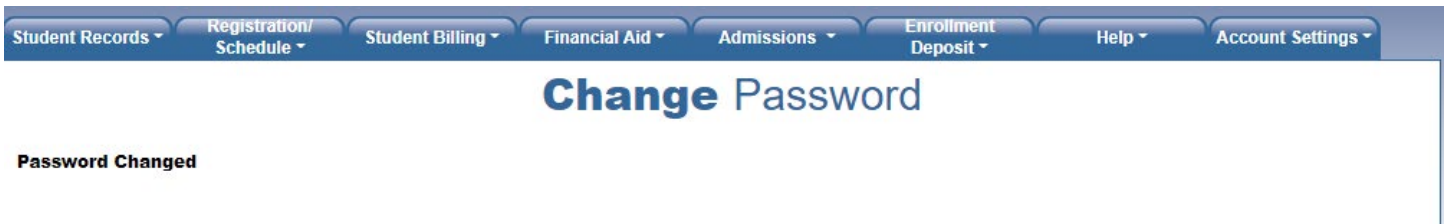
The screenshot shows the 'Change Password' form with a navigation bar at the top containing: Student Records, Registration/Schedule, Student Billing, Financial Aid, Admissions, Enrollment Deposit, Help, and Account Settings. The form title is 'Change Password'. Below the title are four red bullet points with password requirements: 'Your password must be at least 8 characters.', 'Your password must be included at least 1 uppercase letter(s).', 'Your password must be included at least 1 lowercase letter(s).', and 'Your password must be included at least 1 number(s)'. The form includes fields for Username, Current Password, New Password, and Confirm New Password, along with a Submit button. Two red arrows point to the New Password and Confirm New Password fields.

- 6) Select the Submit button to confirm the change.



This screenshot is identical to the previous one, showing the 'Change Password' form with the same navigation bar, title, requirements, and fields. A single red arrow points to the Submit button.

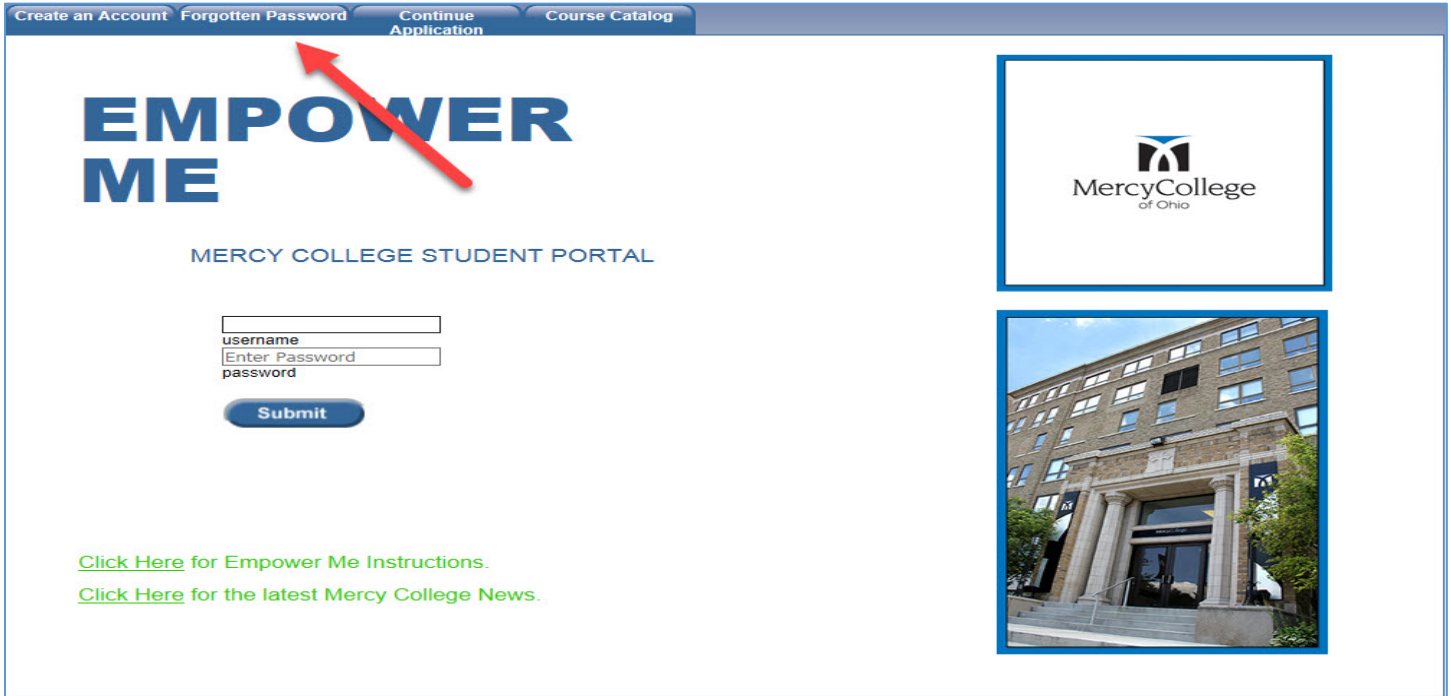
- 7) If successful the screen will show "Password Changed"



The screenshot shows the 'Change Password' form with the same navigation bar and title. Below the title, the text 'Password Changed' is displayed in bold black font.

## Process: To Change a Forgotten Password

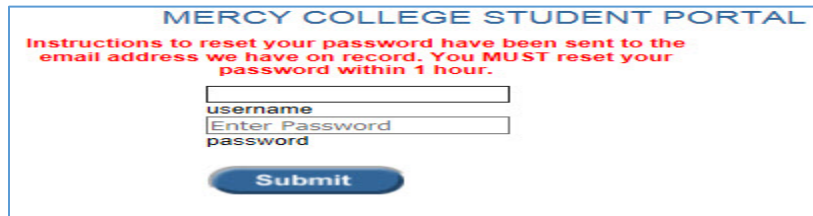
- 1) Select the *Forgotten Password* tab on the [EmpowerMe](http://www.mercycollege.edu/empower) home screen at [www.mercycollege.edu/empower](http://www.mercycollege.edu/empower).



- 2) Enter your email address and Student ID or Date of Birth.
  - a. The email provided must be listed on your mercy college record (personal email or mercy college email). If the email used is not on record at Mercy College an error message will appear.



- 3) Select Submit to process your request. An email will be sent to the email address listed with a link to update your password. You will be directed back to the home screen which will include the following message.



MERCY COLLEGE STUDENT PORTAL

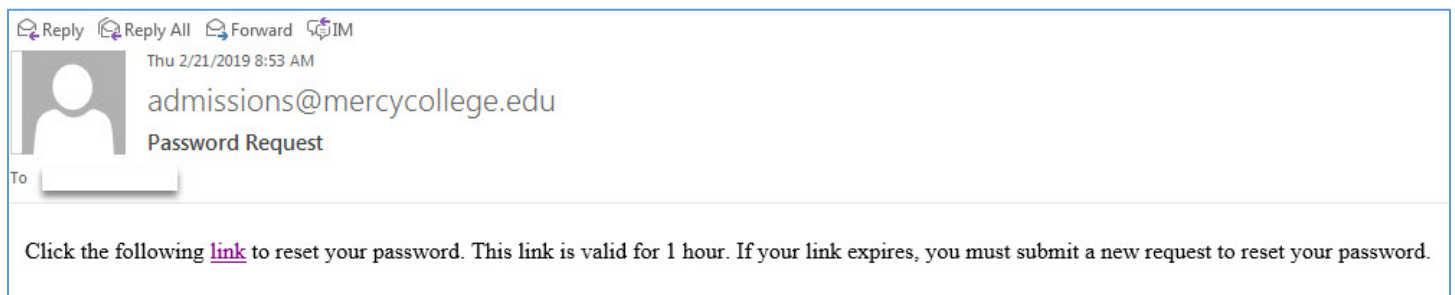
Instructions to reset your password have been sent to the email address we have on record. You MUST reset your password within 1 hour.

username

Enter Password

password

- 4) Select the link in the email. It will direct you to a screen where you will create a new password.



Reply Reply All Forward IM

Thu 2/21/2019 8:53 AM

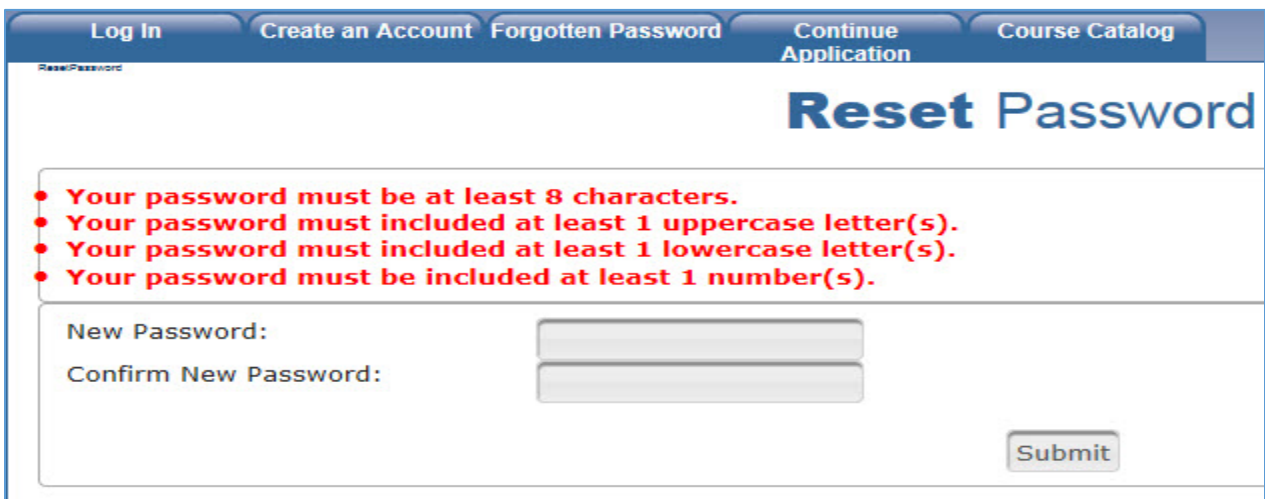
admissions@mercycollege.edu

Password Request

To:

Click the following [link](#) to reset your password. This link is valid for 1 hour. If your link expires, you must submit a new request to reset your password.

- 5) Follow the guidelines provided in red when creating the new password.



Log In Create an Account Forgotten Password Continue Application Course Catalog

### Reset Password

- Your password must be at least 8 characters.
- Your password must included at least 1 uppercase letter(s).
- Your password must included at least 1 lowercase letter(s).
- Your password must be included at least 1 number(s).

New Password:

Confirm New Password:

- 6) Once completed you will be directed back to the [EmpowerMe](#) log in screen. You can utilize your new password now to log in.

For questions please contact the Office of Student Records by emailing [registrar@mercycollege.edu](mailto:registrar@mercycollege.edu).