SUnet Password Reset

If you are unable to log into Blackboard or WebAdvisor, follow these directions to reset your SUnet password.
Overview

1. Send a picture of your SU Id Card (preferable) or a drivers license to helpdesk@su.edu

2. Wait for an email confirming that your password has been reset to your seven digit SU Id number.

3. Go to the “Change SUnet Password”

4. Enter your SU User name (ex: hkenshin15)

5. In the Current Password field, enter your seven (7) digit SU Id number. If there are less than seven digits in your Id number, add zeros to the front until there are seven digits.

6. Enter a new password - password requirements are minimum of eight (8) characters long and cannot be a password you’ve used before.

7. Re-enter the new password

8. Click in the Red Box in the lower left corner of the web page and type in the “captcha” text.

9. Click “Change Password”

10. Once you have a valid password, visit passwordregistration.su.edu to register a recovery email address so you can reset your password on your own.
Email a Picture of your SU Id or Drivers License

- Use your phone to take a picture of your SU Id card or drivers license and mail it to helpdesk@su.edu and request an SUnet password reset.

- The help desk will reset your SUnet password back to your seven (7) digit SU Id number.

- Wait for the email from the help desk to confirm your password reset.

- Go to Change SUnet Password Found on the Blackboard login page.

- If you are unable to send a picture of a photo Id, call the help desk at 540-665-5555.
Create a New Password

This does not change your MacBook password - only Blackboard, WebAdvisor and WiFi (1SU).
Password Registration

- Password registration provides a way to let you reset your SUnet password on your own.

- Once you have created a new password go to: passwordregistration.su.edu

- Follow the onscreen directions to register for password recovery email address.

- Should you forget your password or it expires, visit passwordreset.su.edu to reset your password on your own.