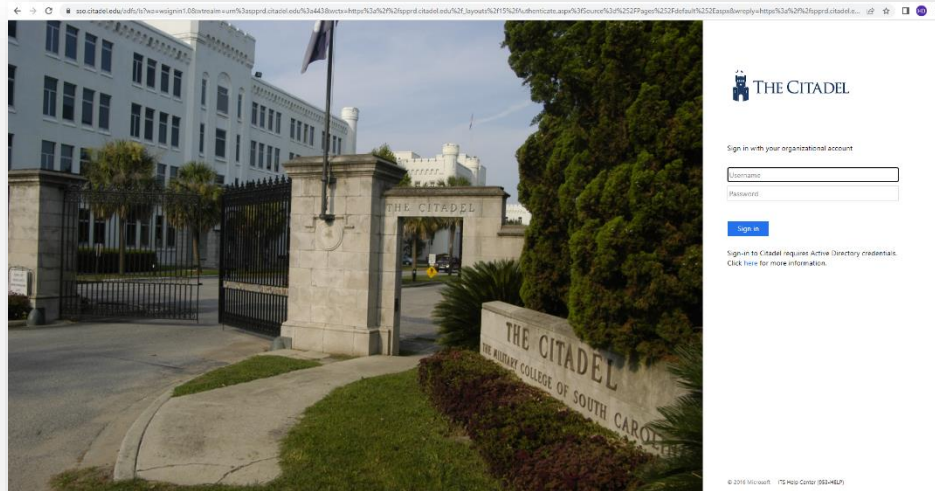


Citadel Password Reset Instructions

- 1) Navigate to [Lesesne Gateway](#) and click on the link for more information below the “sign in” button

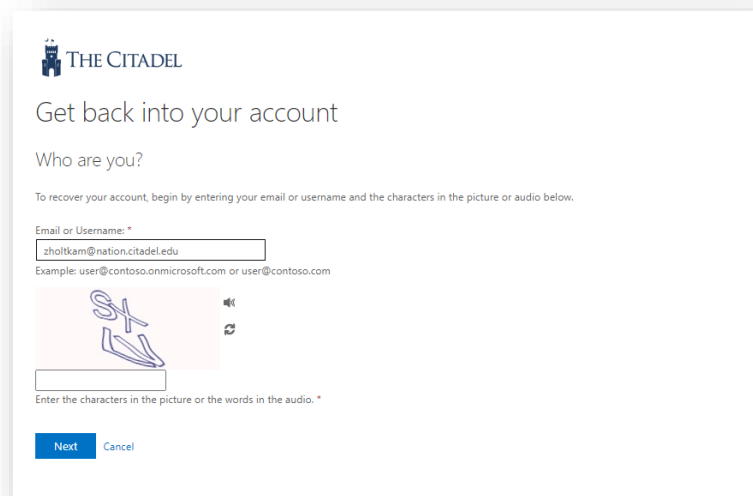


- 2) Under the Account FAQ select the drop down for “**How do I reset my Citadel Password?**”

Account FAQ

- › **How do I reset my Citadel Password?**
- › **What is my login information?**
- › **How to request a new faculty / staff email account?**
- › **Why don't all usernames begin with first name or last name?**
- › **Why do I need to know my Campus Wide ID or CWID?**
- › **I have to remember my passwords...how can I manage this well?**
- › **How long do I get to keep my Citadel email account?**

- 3) Click on the **“Reset your password”** link.
- 4) Enter your username@nation.citadel.edu, type the characters that you see on the screen, and choose **“Next”**.



THE CITADEL


Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

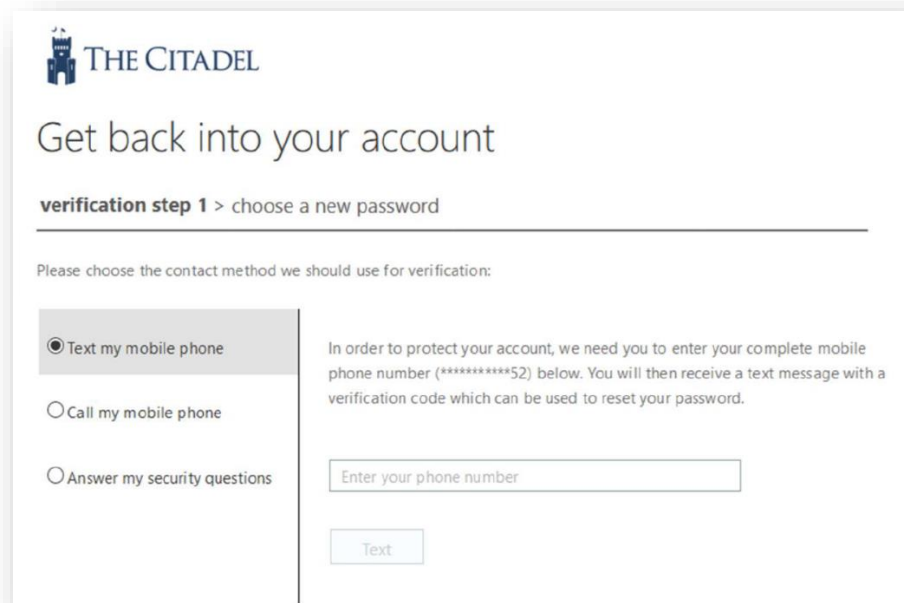
Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

- 5) Now choose the option which works best for you to verify your identity. In this example we will use the **“Text my mobile phone”** option. Enter your mobile phone number and choose **“Next”**.



THE CITADEL

Get back into your account

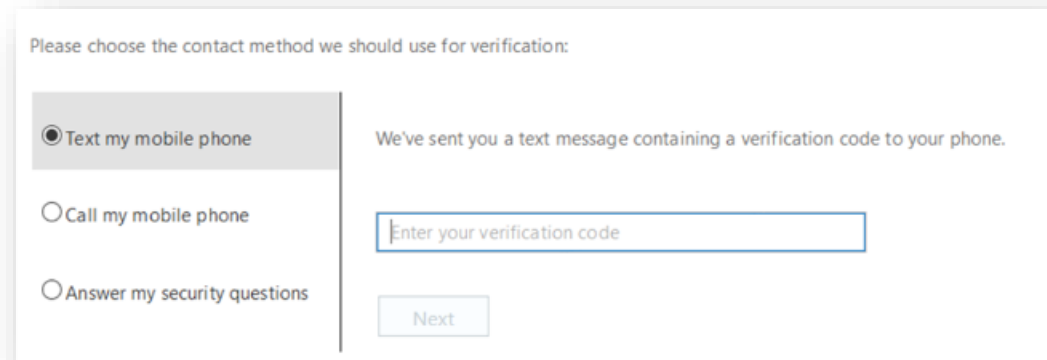
verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Text my mobile phone
- Call my mobile phone
- Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (*****52) below. You will then receive a text message with a verification code which can be used to reset your password.

- 6) Enter the verification code that you received on your mobile phone and then click **“Next”**.



Please choose the contact method we should use for verification:

- Text my mobile phone
- Call my mobile phone
- Answer my security questions

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

- 7) Now we are going to establish a new password for your Citadel account.

Passwords must meet complexity requirements:

- Must contain at least **12 characters**.
- Use of uppercase letters, numbers are encouraged.
- You will not be able to use old passwords, common Citadel words, or easy to find personal information (i.e. birthday)
- We recommend taking time to craft an easy to type passphrase that is memorable and secure

- 8) Type your new password and click **“Finish”**.



 THE CITADEL

Get back into your account

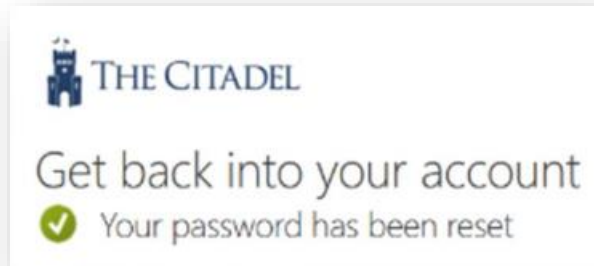
verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish Cancel

9) Congratulations you have now successfully changed your Citadel password! Any future logins to Citadel systems will require the use of your newly established password.



**If you experience any issues or have any questions,
please contact the Help Center at 843-953-HELP or helpdesk@citadel.edu**