



GUIDE: Password Manager

The Password Manager allows you to change your password and unlock your account. You can use this service both on and off campus. You cannot recover a password if you have not enrolled in the system. Enrollment in the Password Manager is required before you can reset your password.

Requirements for use:

- Access to a device (PC, laptop, smartphone, etc.) with an internet connection
- A valid Sask Polytech network account

Overview

[How to enrol in Password Manager](#) - if you know your password and want to enrol

[How to change your password](#) - if you know your password and want to change it *

[How to change your password if you forgot it](#) - if you forgot your password and want to change it *

[How to unlock your account](#) - if your account is locked and you want to unlock it *

** Requires prior enrollment in the Password Manager. If you haven't enrolled and your password has expired or your account is locked, contact the Helpdesk for assistance.*

helpdesk@saskpolytech.ca

1-888-733-5333

Contents:

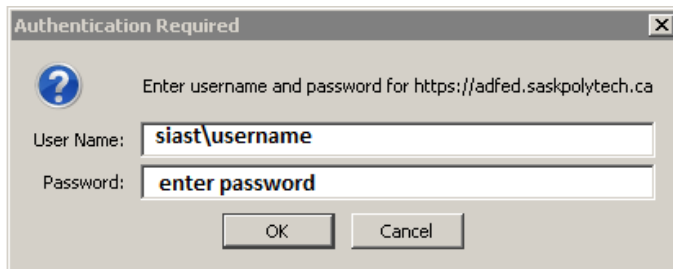
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How to enrol in Password Manager

In order to use the Password Manager, you must first enrol.

1. Go to mySaskPolytech and click **Click here to enroll in password management** found below the login area.
2. Enter your organizational account in this format:
username@saskpolytech.ca (ie: doe1234@saskpolytech.ca, not Joe.Doe@saskpolytech.ca)
3. Enter your password then press **Sign in**. If prompted, enter your password.

If you see the screen below, enter your username in the format **siast\username**



4. An authentication method is required to verify your account. Click **Set it up now** besides the method that you wish to register.

don't lose access to your account!

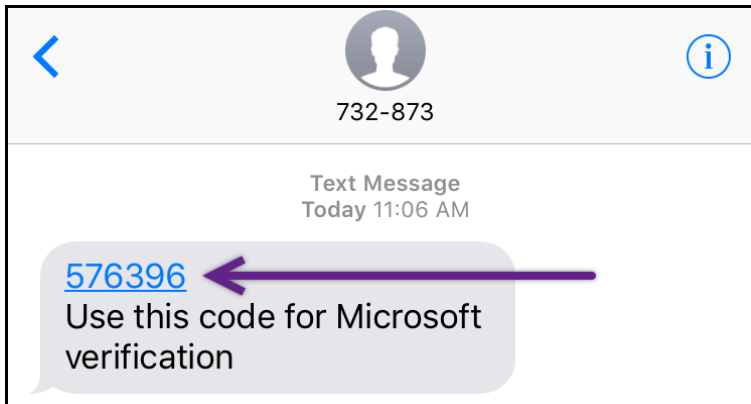
To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. **You'll need to set up at least 1 of the options below.**

- ! Authentication Phone is not configured. [Set it up now](#)
- ! Authentication Email is not configured. [Set it up now](#)

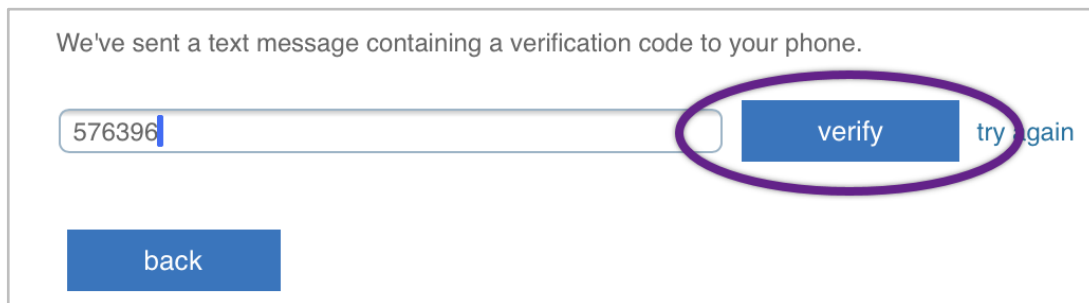
5. For phone verification, select your country code from the dropdown and enter your full phone number. Choose either the **text me** or **call me** option.

WARNING: These changes may take up to 5 minutes to replicate on all Sask Polytech systems.

6. If the **text me** option is chosen, a verification code will be sent to your phone



Enter this code in the text field onscreen, and then click **verify**



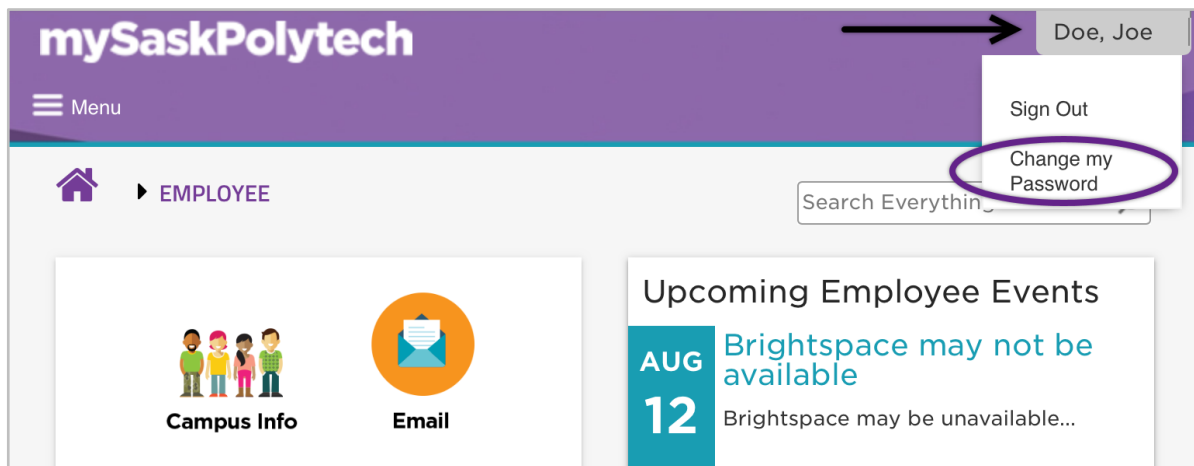
7. Click **finish** to complete the process, or set up another verification method, such as email or security questions. You only have to set up one option.

If you configure more options, you will have more than one way reset your password or unlock your account.

How to change your password if you know your current password

Follow the steps below to change your password if you know your current password.

1. Go to mySaskPolytech and sign in
2. Click on your name on the top-righthand corner and select **Change my Password**



3. Enter in your old password, new password and then confirm your new password. Press **submit** to complete the change.


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How to change your password if you forgot it

1. Go to mySaskPolytech and press **Click here to unlock or reset your password if enrolled** found below the login area
2. Enter your SaskPolytech email address in this format:
username@saskpolytech.ca (ie: doe1234@saskpolytech.ca, not Joe.Doe@saskpolytech.ca)
3. Enter the characters to pass the CAPTCHA check then click **Next**

User ID:

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



3M33

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

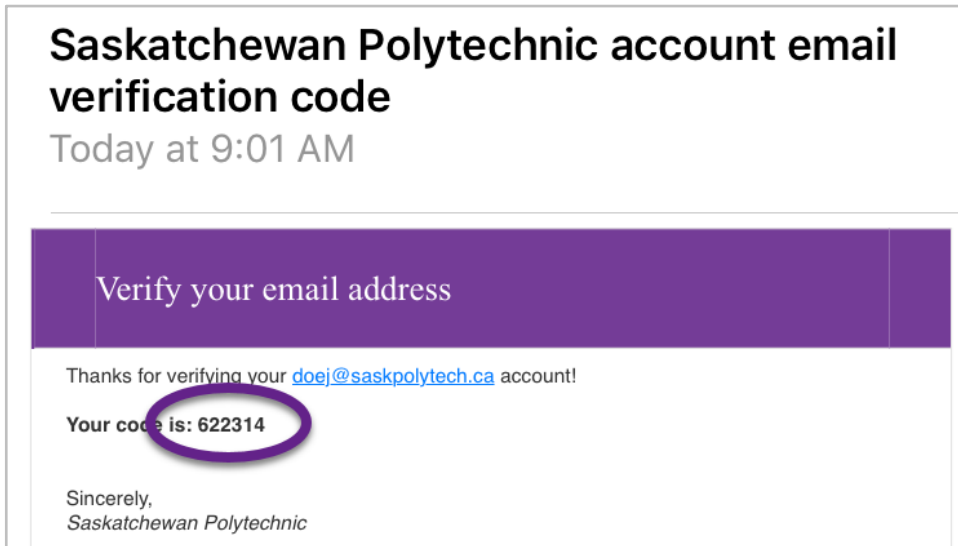
Next Cancel

4. Select **I forgot my password** and click **Next**
5. Choose an option to reset your password. Depending on what you enrolled with, you might see one or more of the following choices:
 - **Email my alternate email** - sends a 6 digit code to your **alternate email**
 - **Text my mobile phone** - texts a 6 digit code to your **mobile phone**
 - **Call my phone** - calls your **phone** (press the # button to verify the call)
 - **Answer my security questions** – your provide answers to 3 **security questions**
6. For the **Email my alternate email** option, click **Email** to send a verification code

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7. A code will be sent from *Microsoft on behalf of Saskatchewan Polytechnic* to your recovery email address. Your recovery email address may be a Gmail, Hotmail or other account.

Check your email to find the code. In some instances, the code may take 5 minutes to arrive, and may be in your junk or spam folder.



Enter this code in the text field onscreen, and then click **Next**

The screenshot shows the "verification step 1 > choose a new password" screen. It asks the user to choose a contact method for verification. The "Email my alternate email" option is selected. A message states "We've sent an email message containing a verification code to your inbox." The verification code "622314" is entered into a text field and circled in purple. A blue "Next" button is visible, along with a link "Are you having a problem?".

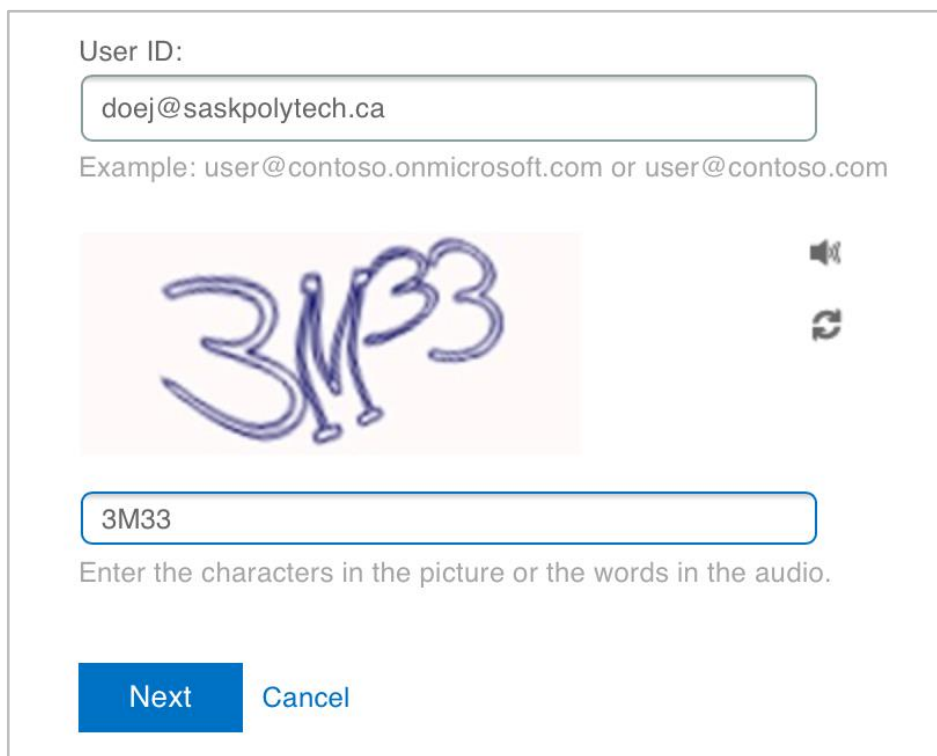
8. Enter your new password twice. Press **Finish** to complete the change.

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How to unlock your account

Your account can get locked if too many incorrect passwords were used to log in. You can use the Password Manager to unlock your account.

1. Go to mySaskPolytech and click **Click here to unlock or reset your password if enrolled** found below the login area
2. Enter your User ID in this format:
username@saskpolytech.ca (ie: doe1234@saskpolytech.ca, not Joe.Doe@saskpolytech.ca)
3. Enter the characters to pass the CAPTCHA check then click **Next**



The screenshot shows a login form with the following elements:

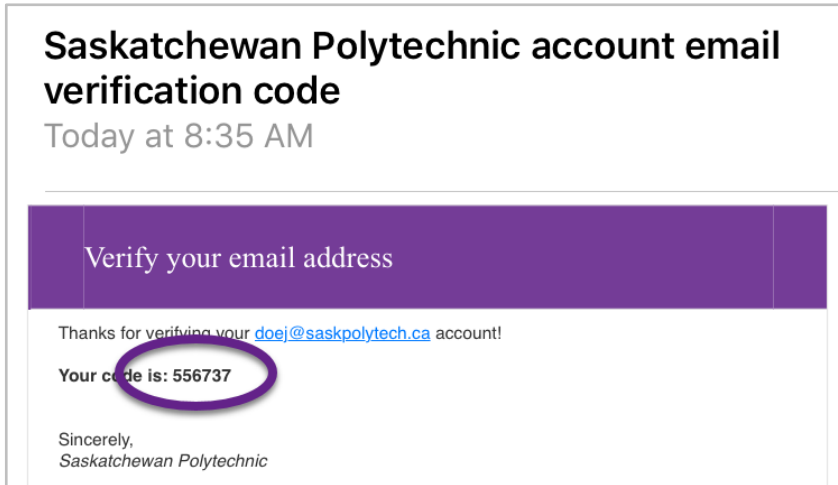
- User ID:** A text input field containing "doej@saskpolytech.ca". Below it, an example is provided: "Example: user@contoso.onmicrosoft.com or user@contoso.com".
- CAPTCHA:** A rectangular image showing the characters "3M33" in a blue, hand-drawn style. To the right of the image are two icons: a speaker for audio and a refresh symbol.
- Input:** A text input field containing "3M33". Below it, the instruction reads: "Enter the characters in the picture or the words in the audio."
- Buttons:** Two buttons at the bottom: a blue "Next" button and a "Cancel" button.

4. Select **I know my password, but still can't log in** and click **Next**
5. Choose an option to reset your password. Depending on what you enrolled with, you might see one or more of the following choices:
 - **Email my alternate email** - sends a 6 digit code to your **alternate email**
 - **Text my mobile phone** - texts a 6 digit code to your **mobile phone**
 - **Call my phone** - calls your **phone** (press the # button to verify the call)
 - **Answer my security questions** – your provide answers to 3 **security questions**
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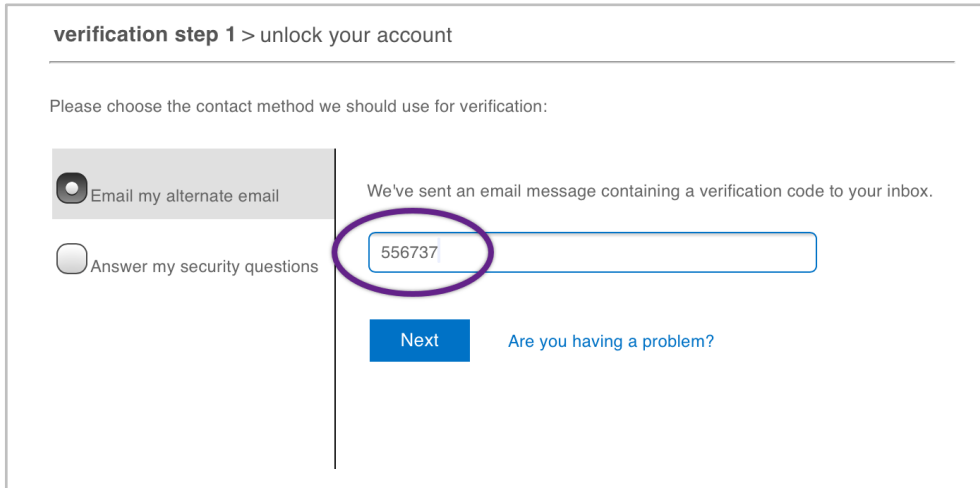
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- 7. A code will be sent from *Microsoft on behalf of Saskatchewan Polytechnic* to your recovery email address. Your recovery email address may be a Gmail, Hotmail or other account.

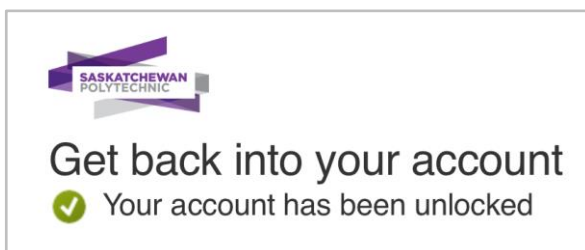
Check your email to find the code. In some instances, the code may take 5 minutes to arrive, and may be in your junk or spam folder.



Enter this code in the text field onscreen, and then click **Next**



- 8. Once you see the success page, your account has been unlocked and you can sign in



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