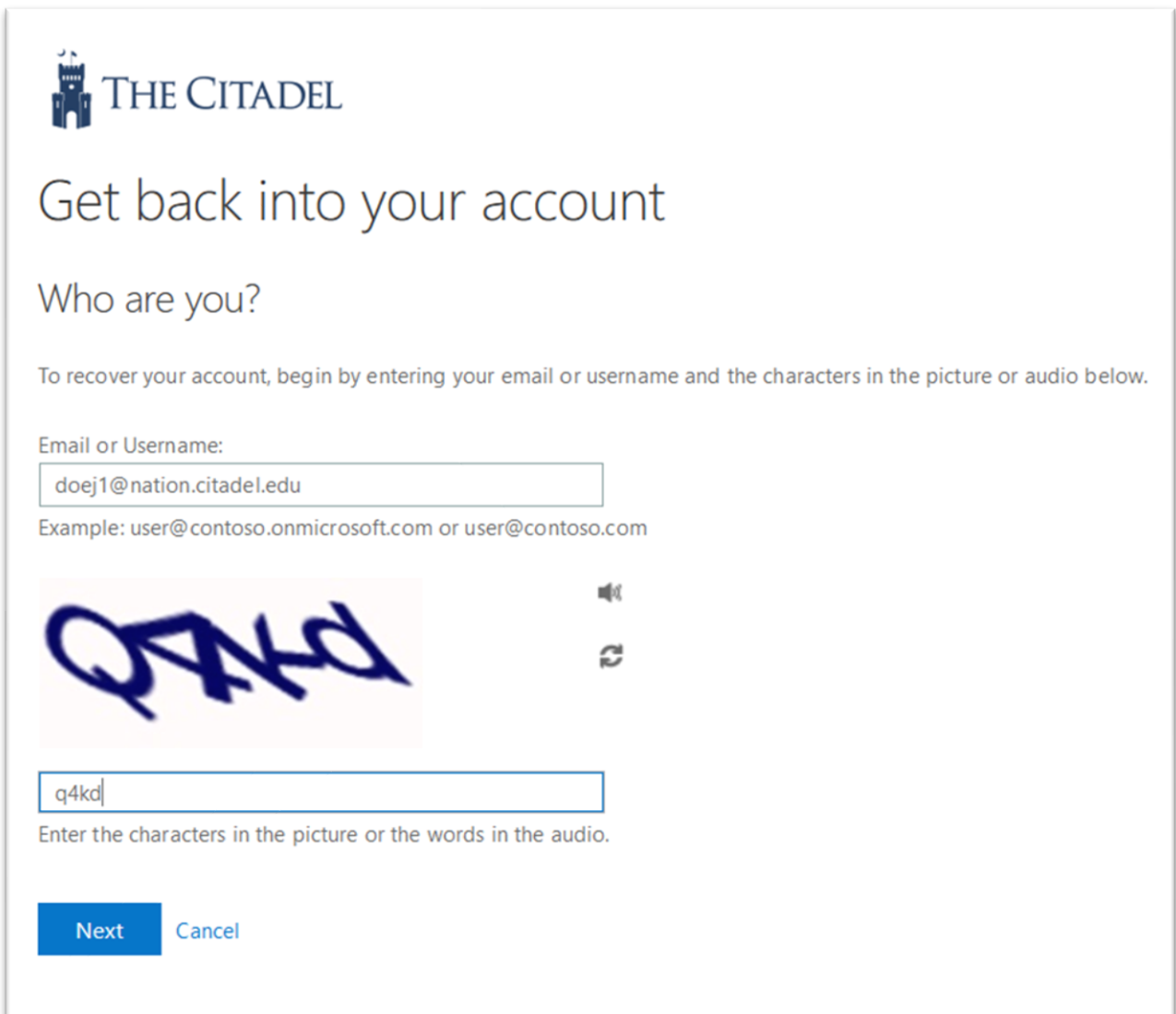



How to Reset your Citadel Password:

To begin, please follow these steps:

- 1) Go to <https://passwordreset.citadel.edu>
 - a. Replace “**USERNAME**” with your Lesesne Gateway username.
 - b. Type the characters that you see on the screen and choose “**Next**”.



The screenshot shows the Citadel password reset interface. At the top left is the Citadel logo, a blue castle icon next to the text "THE CITADEL". Below the logo is the heading "Get back into your account" and the question "Who are you?". A sub-heading reads: "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There is a text input field for "Email or Username:" containing "doej1@nation.citadel.edu". Below this is an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". To the left is a CAPTCHA image showing the characters "Q4kd" in blue ink on a light background. To the right of the image are a speaker icon and a refresh icon. Below the CAPTCHA is another text input field containing "q4kd". At the bottom, there are two buttons: a blue "Next" button and a grey "Cancel" button.

 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:

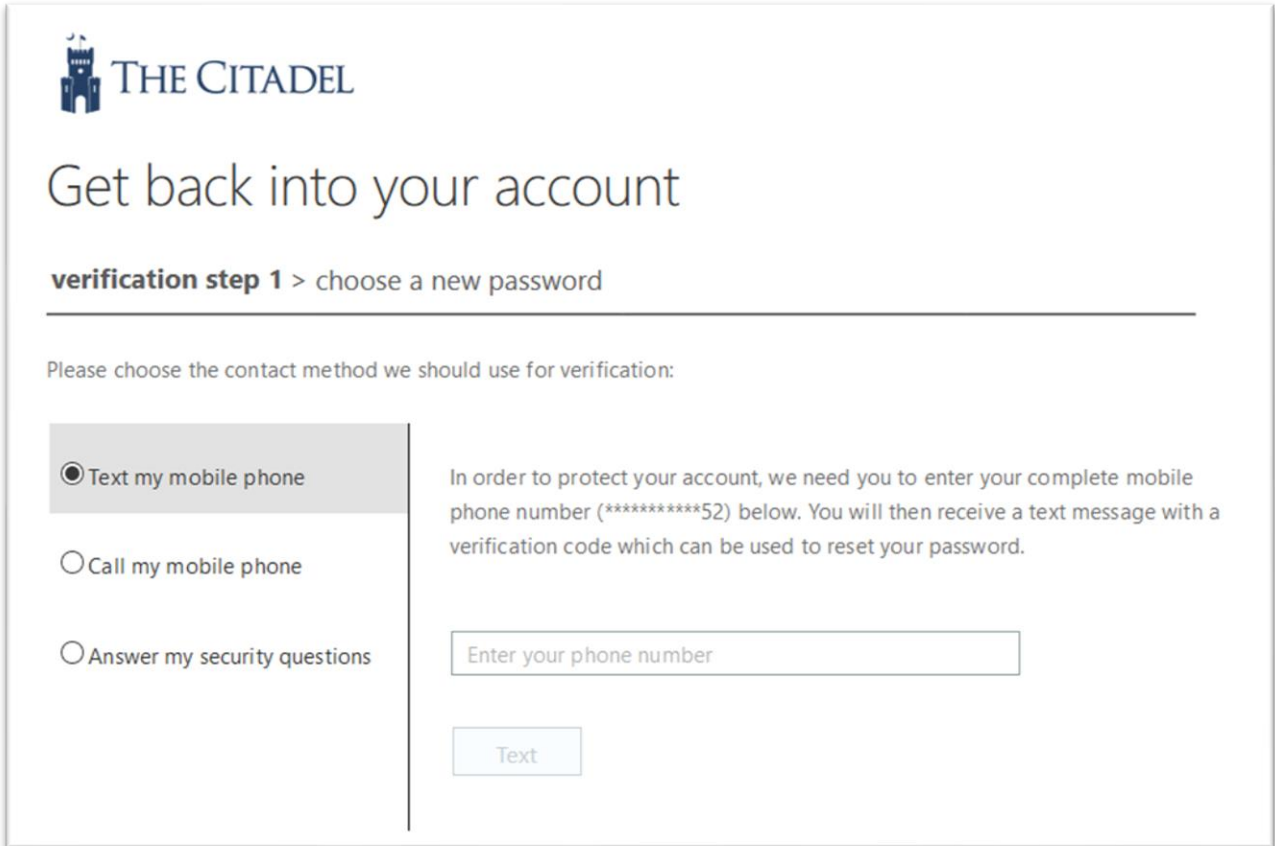
Example: user@contoso.onmicrosoft.com or user@contoso.com




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

2) 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.

a. 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:

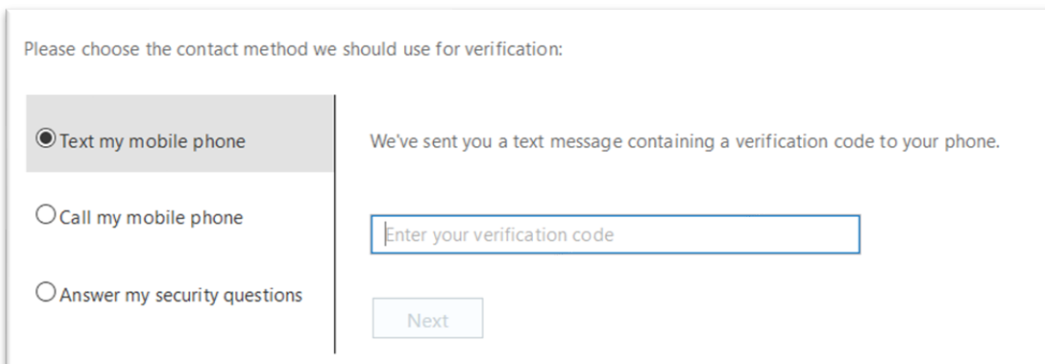
- Text my mobile phone
- Call my mobile phone
- Answer my security questions

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.

Enter your phone number

Text

3) 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

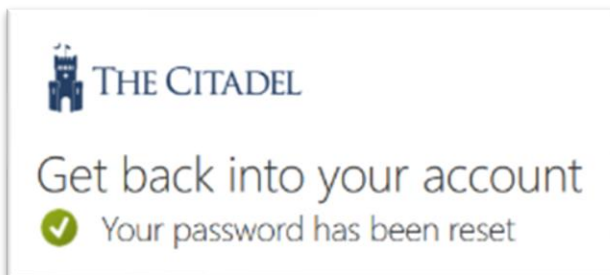
- 4) Now we are going to establish a new password for your Citadel account.
- Passwords must meet complexity requirements:**
- Must contain at least **12 characters**.
 - Use of uppercase letters, numbers, and passphrases are encouraged.
 - Passwords must **not** be easily guessable.

Type your new password and click “**Finish**”.



The screenshot shows the Citadel account password reset interface. At the top left is the Citadel logo, a blue castle icon, followed by the text "THE CITADEL". Below the logo is the heading "Get back into your account" and a sub-heading "verification step 1 ✓ > choose a new password". There are two input fields: "Enter new password:" and "Confirm new password:", both containing masked characters (dots). At the bottom left is a blue "Finish" button, and at the bottom right is a "Cancel" link.

- 5) 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