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”.

![Image of password reset screen]

Email or Username:

doej1@nation.citadel.edu
Example: user@contoso.onmicrosoft.com or user@contoso.com

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

Next  Cancel
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”.

3) Enter the verification code that you received on your mobile phone and then click “Next”.
4) Now we are going to establish a new password for your Citadel account. **Passwords must meet complexity requirements:**
   
   a. Must contain at least **12 characters**.
   
   b. Use of uppercase letters, numbers, and passphrases are encouraged.
   
   c. Passwords must **not** be easily guessable.
   
   Type your new password and click “**Finish**”.

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