



Forgotten Password / Reset Password Using the ellucian Accounts Hosting Password Management System

Step 1: Go to Accounts Hosting @ <https://accounts.hosting.sungardhe.com>:

ellucian.

Manage your ADADMIN or ADDMZ account password from this website.

[User Registration](#)
Establish your identity via registration

[Change Password](#)
Change your password using current password

 **Reset Password**
Reset your forgotten password

 **Unlock Account**
Unlock your locked out account

Sign in

User Name:

Password:

Log on to: ADADMIN



Case-Insensitive

Note: If you have recently changed your password, it may take up to 30 minutes to become effective.

Click "Reset Password."

Trusted sites | Protected Mode: Off | 150%

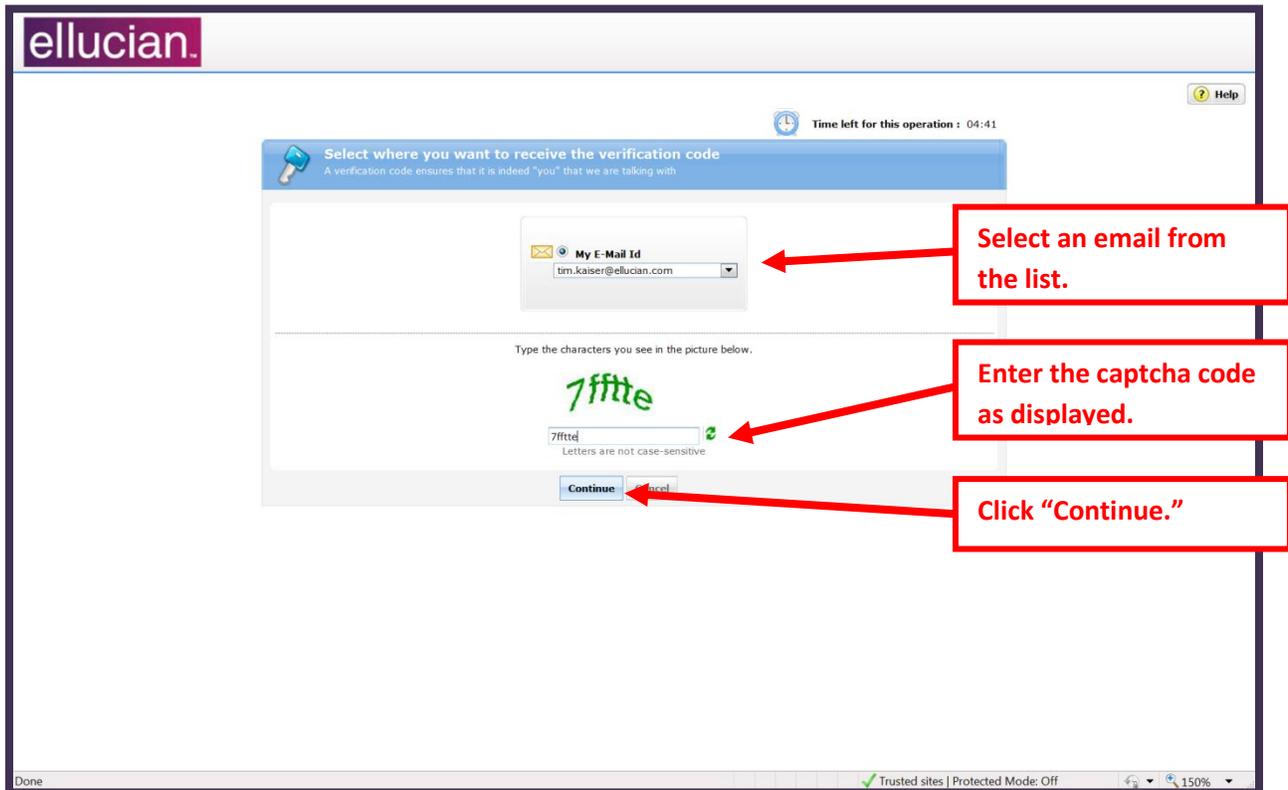
Step 2: Sign in to Accounts Hosting using the following the steps:

The screenshot shows the 'Reset Your Password' page on the ellucian website. The page has a blue header with the ellucian logo and a 'Help' icon. Below the header, there is a form with the following fields and instructions:

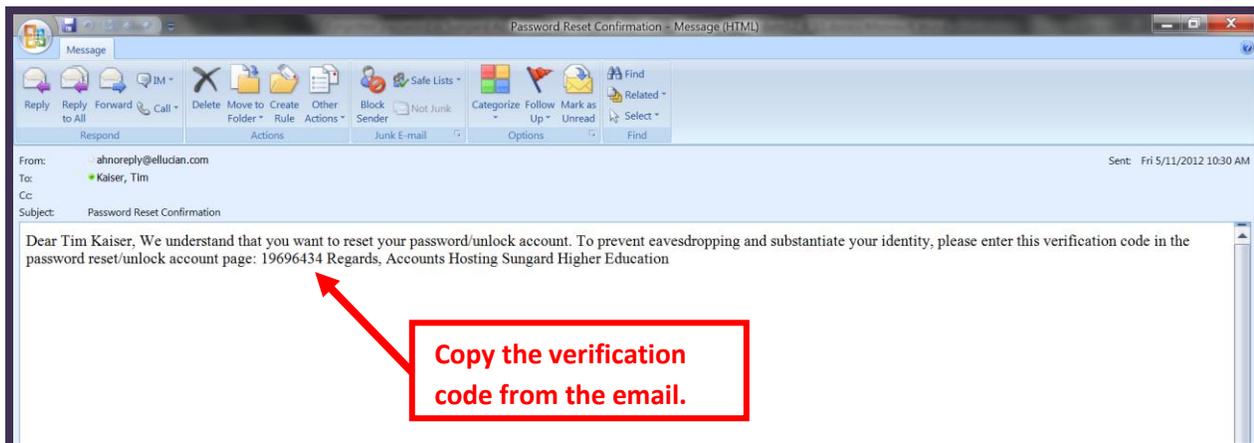
- Domain User Name:** A text input field containing 'tkaiser'. A red arrow points to this field with the callout: "Enter your ellucian username."
- Domain Name:** A dropdown menu showing 'ADADMIN'. A red arrow points to this field with the callout: "Select your ellucian domain."
- Captcha:** A section titled "Type the characters you see in the picture below." It features a green captcha image showing the characters 'ggb6f6'. Below the image is a text input field containing 'ggb6f6'. A red arrow points to this field with the callout: "Enter the captcha code as displayed."
- Buttons:** At the bottom of the form are 'Continue' and 'Cancel' buttons. A red arrow points to the 'Continue' button with the callout: "Click 'Continue.'"

The browser's status bar at the bottom shows "Done", "Trusted sites", "Protected Mode: Off", and a zoom level of "150%".

Step 3: Select an email address from the dropdown box:



Step 4: Check your email with subject "Password Reset Confirmation" and copy the verification code:



Step 5: Paste the verification code:

The screenshot shows the ellucian website's verification code entry interface. At the top left is the ellucian logo. A timer in the top right indicates 'Time left for this operation : 04:13'. The main content area is titled 'Enter Verification Code' and includes instructions to check email or mobile phone for a code. A text box contains the code '19696434'. Below this is a CAPTCHA image with the characters 'qbkncg' and a text input field containing 'qbkncg'. At the bottom of the form are 'Continue' and 'Cancel' buttons. Two red callout boxes with arrows point to the code input field and the 'Continue' button. The browser's status bar at the bottom shows 'Done', 'Trusted sites | Protected Mode: Off', and a zoom level of '150%'.

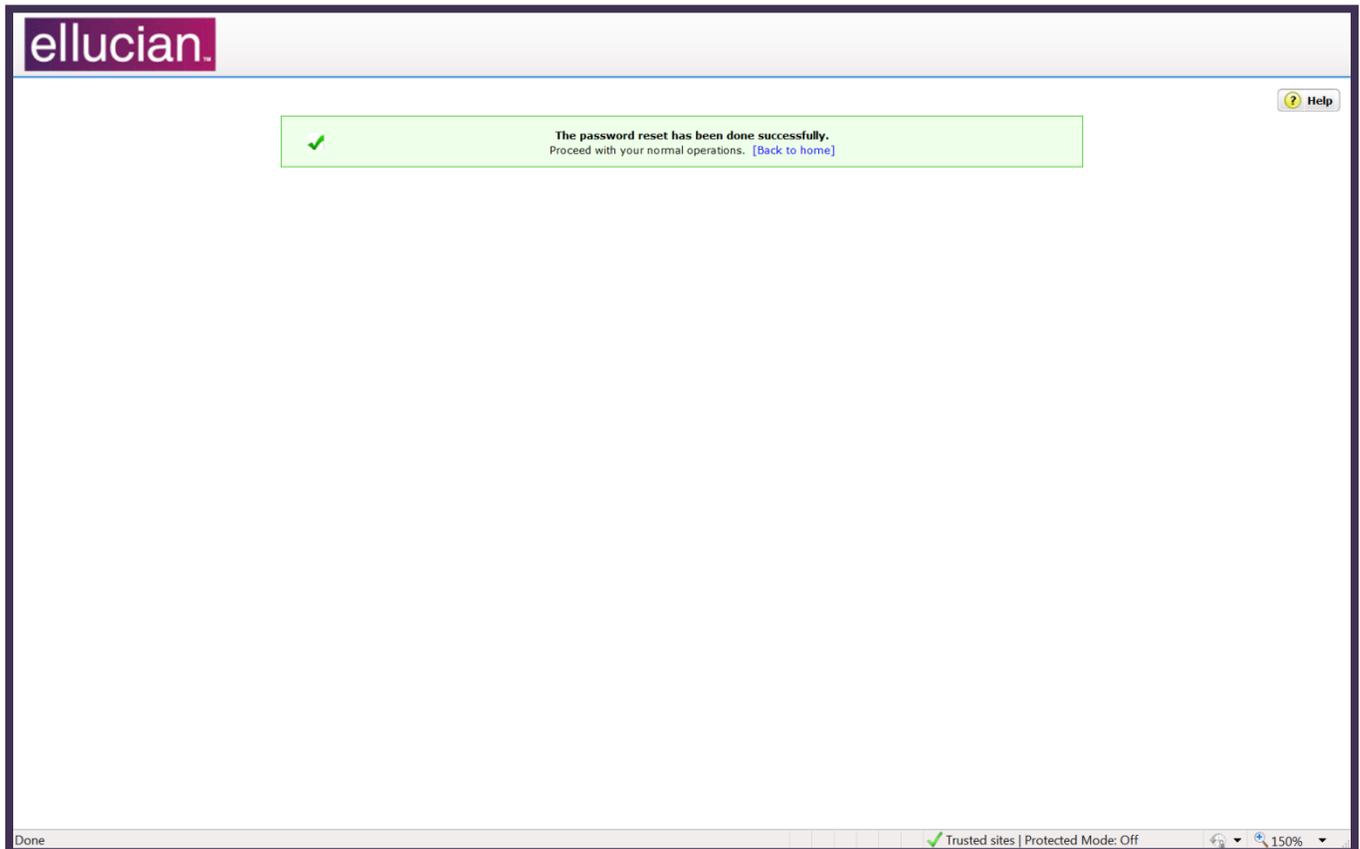
Paste the verification code from the email.

Click "Continue."

Step 6: Enter a new password:

The screenshot shows the 'Reset Password' page on the ellucian website. The page title is 'Reset Password' and it asks the user to 'Please enter a new password in the boxes below:'. Under 'Domain Password Policy Requirements', it lists: minimum password age is 1, maximum password age is 90, minimum password length is 8, No. of Password Remembered is 12, and password complexity property is Enabled. The 'Reset Password' section has two input fields: 'New Password' and 'Confirm New Password', both containing masked characters. A 'Password Strength' indicator shows 'Weak'. Below the fields is a CAPTCHA image with the text 'nt95oh' and a note 'Letters are not case-sensitive'. At the bottom are 'Reset Password' and 'Cancel' buttons. A red box with an arrow points to the 'New Password' field with the text 'Enter a "New Password."'. Another red box with an arrow points to the 'Reset Password' button with the text 'Click "Reset Password."'. The browser's address bar shows 'Accounts.hosting.sungardhe.com' and the status bar shows 'Trusted sites | Protected Mode: Off'.

Step 7: If you are successful, you will see the following screen:



Where Do I Go for Help?

"Open a Service NOW (SNOW) Ticket/ Request to ellucian"