

Instructions for Resetting Your Hartwick Password

Step 1: Sign in

- ❖ Go to <https://accounts.hartwick.edu>.
- ❖ Sign in using your current College username and password.
 - If you recently changed your password (for example, after being prompted on a College computer or after calling TRC), use that updated password, not your original one.
 - If a security or verification prompt appears, follow the on-screen instructions to continue.

Step 2: Verify your identity

- ❖ You may be asked to verify your identity before continuing.
 - If prompted to set up additional verification methods (such as a phone number, email address, or authenticator app), complete the setup as instructed.
 - Once verification is complete, continue to the next step.

Step 3: Change your password

- ❖ At the top of the page, select the Self-Service option.
- ❖ Enter the required information:
 - Your current password
 - Your new password
- ❖ Review the password requirements listed on the page to ensure your new password meets all security criteria.
 - If you receive an error after selecting Change Password, double-check that the new password meets all listed requirements.
 - If you see a confirmation message or the page refreshes without errors, your password has been successfully changed.

Step 4: After your password is changed

- ❖ Your new password will automatically sync across College systems.
 - This process may take up to 30 minutes to complete.
 - You will need to sign in again on any devices or applications that were previously using your old password (such as computers, phones, tablets, or web applications).