

St. Clair ONE Password Management Portal

Instruction Guide

Section 1 Forgot your password


If you have **forgotten your password** and have previously set up your security questions, no need to call the IT Helpdesk. Simply log in to the St. Clair ONE Password Management Portal at <https://myone.stclaircollege.ca/pmuser>

1. Enter your username and complete the captcha and press **OK** when you are finished.



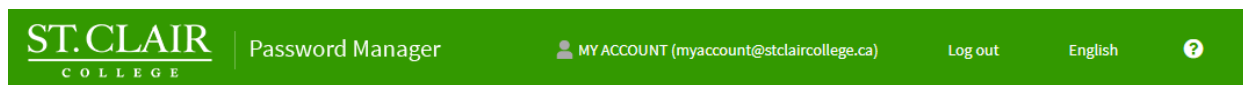
Enter Your User Name

Enter your user name:

I'm not a robot  reCAPTCHA
Privacy - Terms


OK



2. From the menu click on **Forgot My Password**.





Home


Welcome, MY ACCOUNT. If you are not MY ACCOUNT, [click here](#).
Configure your profile and manage your passwords by using the tasks below.

 **Manage My Profile**
Manage my profile with Password Manager.

  **Forgot My Password**
Set your new password by answering a series of private questions.


 **Manage My Passwords**
If you know your current password, you can securely change all your passwords.

 **My Notifications**
Select events that you want to be notified about, such as when your password is changed or your account is unlocked.

 Disabled Tasks

3. You will be prompted to select your method to reset your password that you have previously set up.

ST. CLAIR | Password Manager
COLLEGE



Forgot My Password ([MY ACCOUNT](#))

Select one of the following methods for authentication

- Question and Answer
- Mobile
- Email






[Next](#) [Cancel](#)


4. After successfully obtaining a passcode from one of the methods click on, [I Have a Passcode](#).


ST. CLAIR | Password Manager MY ACCOUNT (myaccount@stclaircollege.ca) Log out English ?
COLLEGE

Home

Welcome, MY ACCOUNT. If you are not MY ACCOUNT, [click here](#).
Configure your profile and manage your passwords by using the tasks below.

-  [Manage My Profile](#)
Manage my profile with Password Manager.
-  [Forgot My Password](#)
Set your new password by answering a series of private questions.
-  [Manage My Passwords](#)
If you know your current password, you can securely change all your passwords.
-  [My Notifications](#)
Select events that you want to be notified about, such as when your password is changed or your account is unlocked.
-  [I Have a Passcode](#)
If you have not registered with Password Manager and have forgotten your password, click here to create your profile using the passcode.

 Disabled Tasks



5. Enter the Passcode you were given click **Next**.

ST. CLAIR COLLEGE Password Manager MY ACCOUNT (myaccount@stclaircollege.ca) Log out English ?

I Have a Passcode ([MY ACCOUNT](#))

Contact your help desk to obtain a passcode. To proceed, enter the passcode in the text box below.

Passcode:

[Next](#) [Cancel](#)

6. Enter a new password. Click **Next** to continue. (note Password Age Rule will remain **red** if your password is expired and will turn **green** after updating)

ST. CLAIR COLLEGE Password Manager MY ACCOUNT (myaccount@stclaircollege.ca) Log out English ?

Manage My Passwords ([MY ACCOUNT](#))

Enter new password.

Your new password must comply with the password policy:

- ⊕ Complexity Rule
- ⊕ Length Rule
- ⊕ Password Age Rule
- ⊕ Default Domain Policy (Policy validation can only be checked after clicking Next)

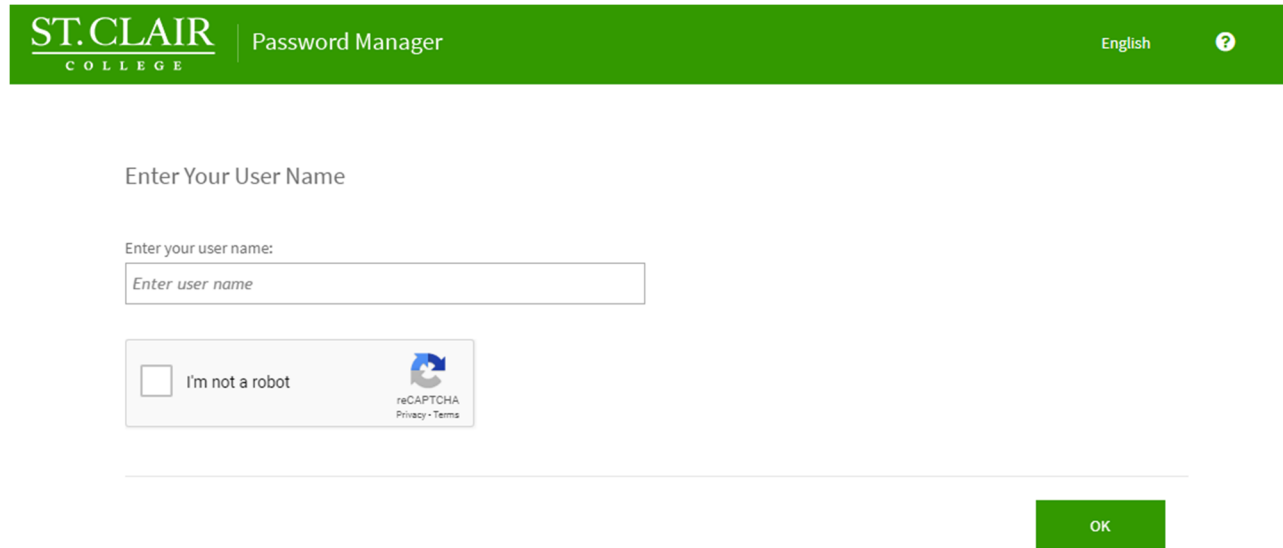
New password:

Confirm new password:

[Next](#) [Cancel](#)

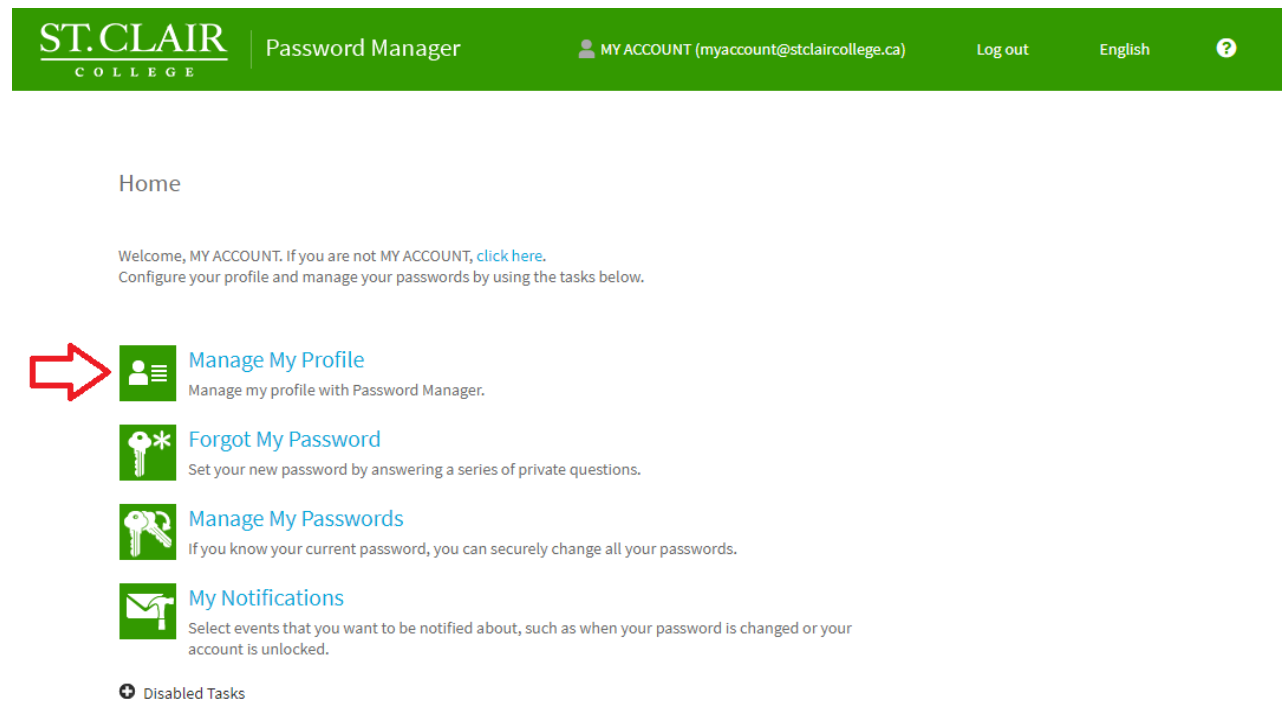
Section 2 Updating your profile (adding and updating mobile number, questions and answers, alternate email address)

1. Enter your username and complete the captcha and press **OK** when you are finished.







The screenshot shows the top navigation bar of the Password Manager interface. On the left is the St. Clair College logo. In the center, it says "Password Manager". On the right, there is a language selector set to "English" and a help icon. Below the navigation bar, the main heading is "Enter Your User Name". There is a text input field with the placeholder "Enter your user name:" and "Enter user name". Below the input field is a reCAPTCHA widget with the text "I'm not a robot" and a "reCAPTCHA" logo. At the bottom right of the form area is a green "OK" button.

2. From the menu click on **Manage My Profile**.



The screenshot shows the dashboard of the Password Manager interface. The top navigation bar includes the St. Clair College logo, "Password Manager", a user profile icon with the text "MY ACCOUNT (myaccount@stclaircollege.ca)", a "Log out" button, a language selector set to "English", and a help icon. Below the navigation bar, the heading is "Home". A welcome message reads: "Welcome, MY ACCOUNT. If you are not MY ACCOUNT, [click here](#). Configure your profile and manage your passwords by using the tasks below." Below the message is a list of tasks, each with an icon and a description:

-  **Manage My Profile**
Manage my profile with Password Manager.
-  **Forgot My Password**
Set your new password by answering a series of private questions.
-  **Manage My Passwords**
If you know your current password, you can securely change all your passwords.
-  **My Notifications**
Select events that you want to be notified about, such as when your password is changed or your account is unlocked.

At the bottom left, there is a "Disabled Tasks" section with a plus icon.

3. Enter your current password, then select **Next**.

ST. CLAIR
COLLEGE

Password Manager


MY ACCOUNT (myaccount@stclaircollege.ca)

Log out English ?

Manage My Profile (MY ACCOUNT)

To proceed, enter your password.

Password:



Next Cancel

4. In order to add/update your **mobile number OR Questions and Answer**, select Questions and Answer check box. This allows you to update both mobile number or questions and answers.

Manage My Profile (MY ACCOUNT)

Update your profile information

Select one of the following options to update your personal questions and answers (mobile phone optional), or email address.

Question and Answer ✓

Email ✗



5. Now you can add/update your mobile number. YOU MUST USE +1 then your mobile number otherwise you'll receive an error. You can also update your Questions and Answers profile from this location. Click **Next** to continue

Provide answers to these questions and make sure you remember your answers, because the questions will be used later to allow you to reset your forgotten password and unlock your account.

Provide your mobile number WITH country code. Example +1-555-1234567 (You MUST include +1 if you're using your mobile number)

(Optional) **Must use +1 then mobile number**

Your answers must comply with the policy requirements.

- The minimum length of an answer must be 1 characters.
- The minimum length of a user-defined question must be 1 characters.

Language of questions and answers: English (United States)

Hide my answers for security purposes

Create your own question:

Answer:

6. To add or update alternate email, select the **Email** check box to enable this section. Enter a new alternate email or update existing email. Click **Next** to continue

Manage My Profile ([MY ACCOUNT](#))

Update your profile information

Select one of the following options to update your personal questions and answers (mobile phone optional), or email address.

Question and Answer ✓

Email ✗

Note: The profile information will be used for your identity authentication.

Update Email address

Next

Cancel