



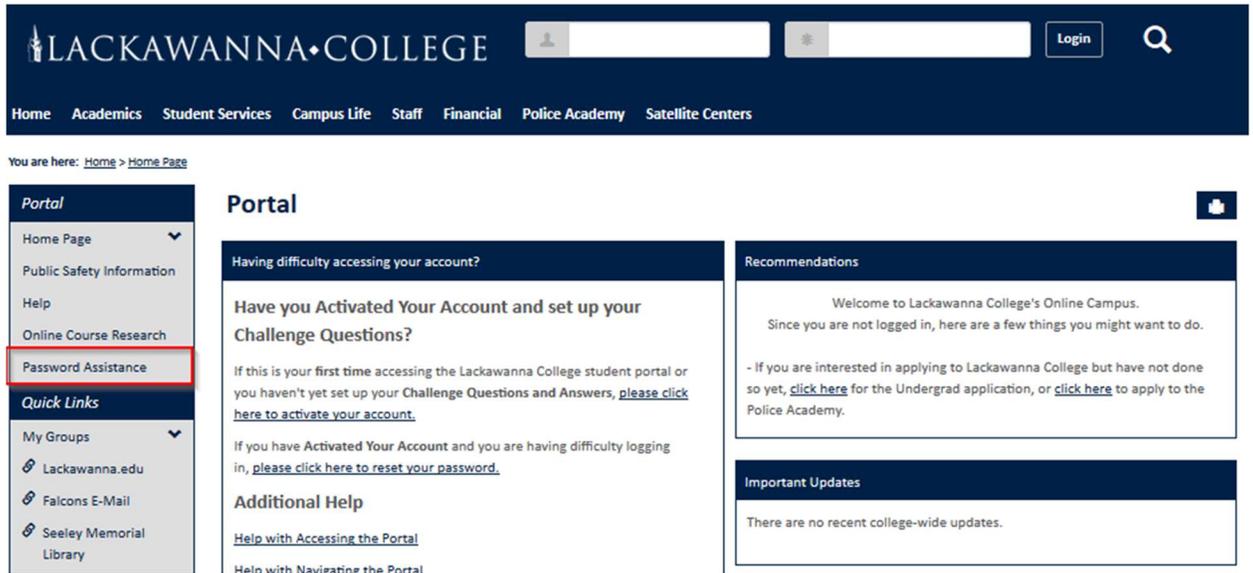
Lackawanna College IT

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Student Password Reset

1) Click Password Assistance



The screenshot shows the Lackawanna College student portal home page. The top navigation bar includes the college logo, a search bar, and a 'Login' button. Below the navigation bar is a breadcrumb trail: 'You are here: Home > Home Page'. On the left, a 'Portal' sidebar menu lists various options, with 'Password Assistance' highlighted with a red box. The main content area is titled 'Portal' and contains several sections: 'Having difficulty accessing your account?' with a sub-section 'Have you Activated Your Account and set up your Challenge Questions?' containing instructions and links; 'Recommendations' with a welcome message and application links; and 'Important Updates' with a message stating there are no recent updates.

2) Click Forgot My Password:



The screenshot shows the 'Password Assistance' page on the Lackawanna College student portal. The top navigation bar is identical to the previous screenshot. The breadcrumb trail is: 'You are here: Home > Password Assistance > Password Management'. The 'Portal' sidebar menu on the left lists 'Password Assistance' as the selected page. The main content area is titled 'Password Assistance' and contains two links: 'Forgot My Password', which is highlighted with a red box, and 'Activate My New Account'.

3) Enter your Falcons Email Address (in the format: [firstname].[lastname]@falcons.lackawanna.edu) and click Continue:

The screenshot shows the Lackawanna College website header with the logo and navigation menu. Below the header, the breadcrumb trail reads "You are here: Home > Password Assistance > Password Management". The main content area is titled "Password Assistance" and features a blue banner with the text "Enter your falcons email address then you will be taken to the challenge page." Below the banner is a form with a label "Email Address:" and a text input field. A "Continue" button is positioned below the input field. A red rectangular box highlights the "Email Address:" label and the input field. On the left side, there is a "Portal" sidebar with links to Home Page, Public Safety Information, Help, Online Course Research, Password Assistance, and Quick Links.

4) Enter the answers to your challenge questions and click Continue:

The screenshot shows the Lackawanna College website header and breadcrumb trail. The main content area is titled "Password Assistance" and features a blue banner with the text "Answer the challenge questions below to continue". Below the banner are two text input fields. The first field is labeled "In what city were you born?" and the second field is labeled "What high school did you attend?". A "Continue" button is located below the second input field. The "Portal" sidebar on the left includes a "My Groups" dropdown menu with "Lackawanna.edu" selected.

5) Enter your new password (twice) and click Continue:

The screenshot shows the Lackawanna College website header and breadcrumb trail. The main content area is titled "Password Assistance" and features a grey banner with the text "To change your password, please enter the information required then click continue." Below the banner are two text input fields. The first field is labeled "Enter new password:" and the second field is labeled "Enter new password again:". A "Continue" button is located below the second input field. The "Portal" sidebar on the left shows the "My Groups" dropdown menu.

6) So long as you see the message "You can now use your new password to login...", you will now be able to enter your username and new password into the corresponding fields and click Login to access your account.

The screenshot shows the Lackawanna College website's Password Assistance page. At the top, there is a dark blue navigation bar with the college logo and name on the left, and a search bar with a magnifying glass icon on the right. Below the navigation bar is a horizontal menu with links for Home, Academics, Student Services, Campus Life, Staff, Financial, Police Academy, and Satellite Centers. The main content area has a breadcrumb trail: "You are here: Home > Password Assistance > Password Management". On the left side, there is a "Portal" sidebar with links for Home Page, Public Safety Information, Help, Online Course Research, and Password Assistance. The main heading is "Password Assistance". A message box contains the text: "You can now use your new password to login." followed by "Your username is in the format of firstname.lastname. If your name was John Doe you would enter john.doe". Below the message are two links: "Forgot My Password" and "Activate My New Account".

LACKAWANNA COLLEGE

Home Academics Student Services Campus Life Staff Financial Police Academy Satellite Centers

You are here: [Home](#) > [Password Assistance](#) > [Password Management](#)

Portal

- Home Page
- Public Safety Information
- Help
- Online Course Research
- Password Assistance

Quick Links

Password Assistance

You can now use your new password to login. Your username is in the format of firstname.lastname. If your name was John Doe you would enter john.doe

[Forgot My Password](#)

[Activate My New Account](#)