

# Resetting Your Password in iAM

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## **Purpose**

This training material highlights how to reset your password.

## **Audience**

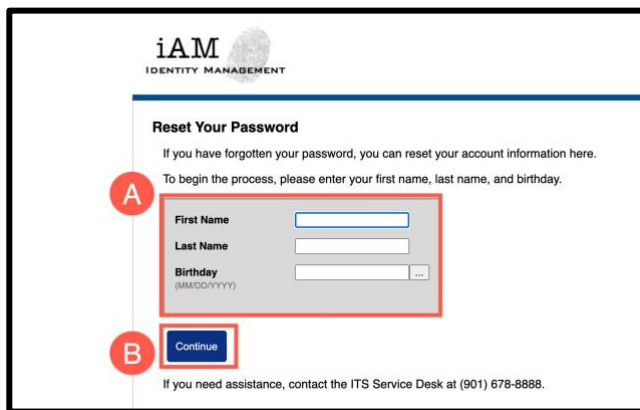
University of Memphis faculty, staff, or students that need to reset their password.

# Resetting Your Password in iAM

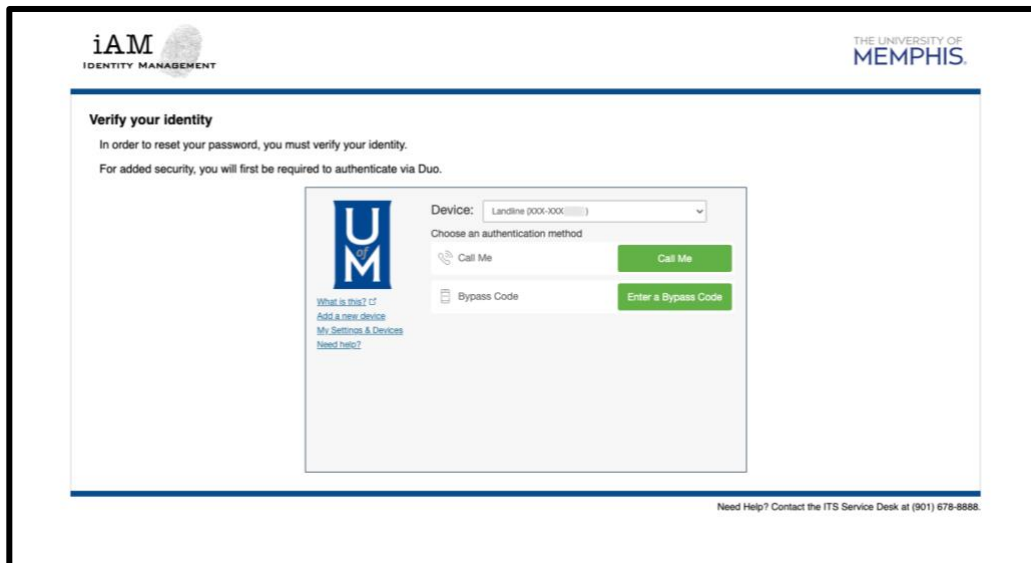
## Resetting a Forgotten Password

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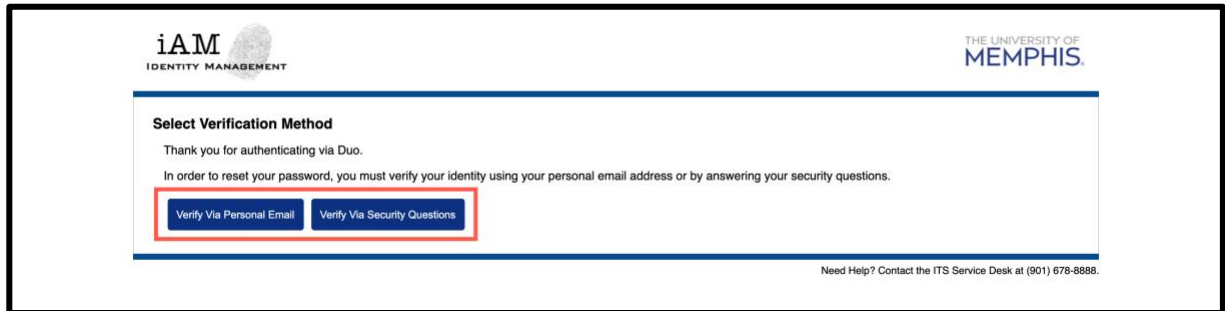
1. [Log into iAM.](#)
2. A.) Enter your **First Name**, **Last Name**, and **Birthday**. B.) Click **Continue**.



3. Authenticate using DUO. (*Via Cell Phone, IOS, Android, or Token*)



#### 4. Select a Verification Method. Verify Via Personal Email or Security Questions



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**Select Verification Method**

Thank you for authenticating via Duo.

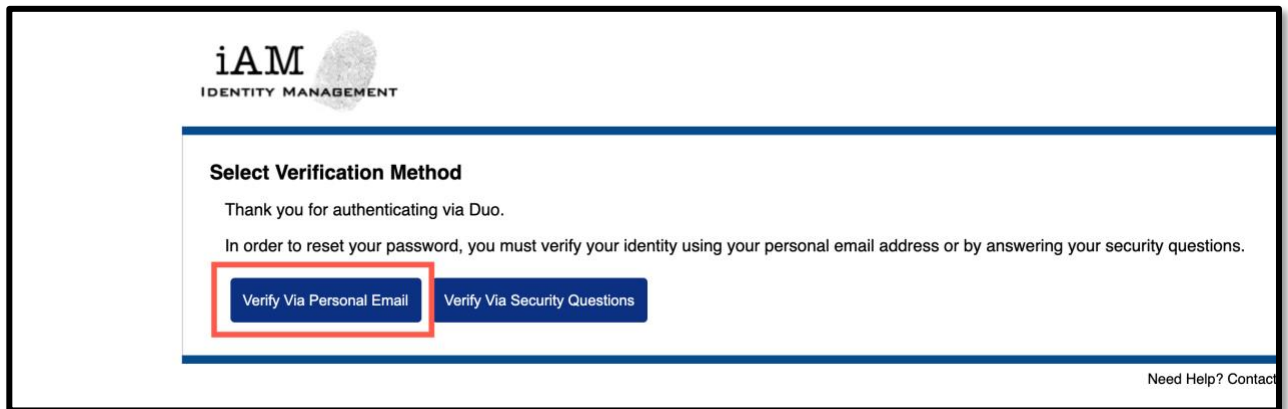
In order to reset your password, you must verify your identity using your personal email address or by answering your security questions.

[Verify Via Personal Email](#) [Verify Via Security Questions](#)

Need Help? Contact the ITS Service Desk at (901) 678-8888.

## Changing Password Via Personal email

1. Select Verify Via Personal Email. **Note:** The personal email address reset depends on a personal email address (Not the UofM email address) be on file in Banner.



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**Select Verification Method**

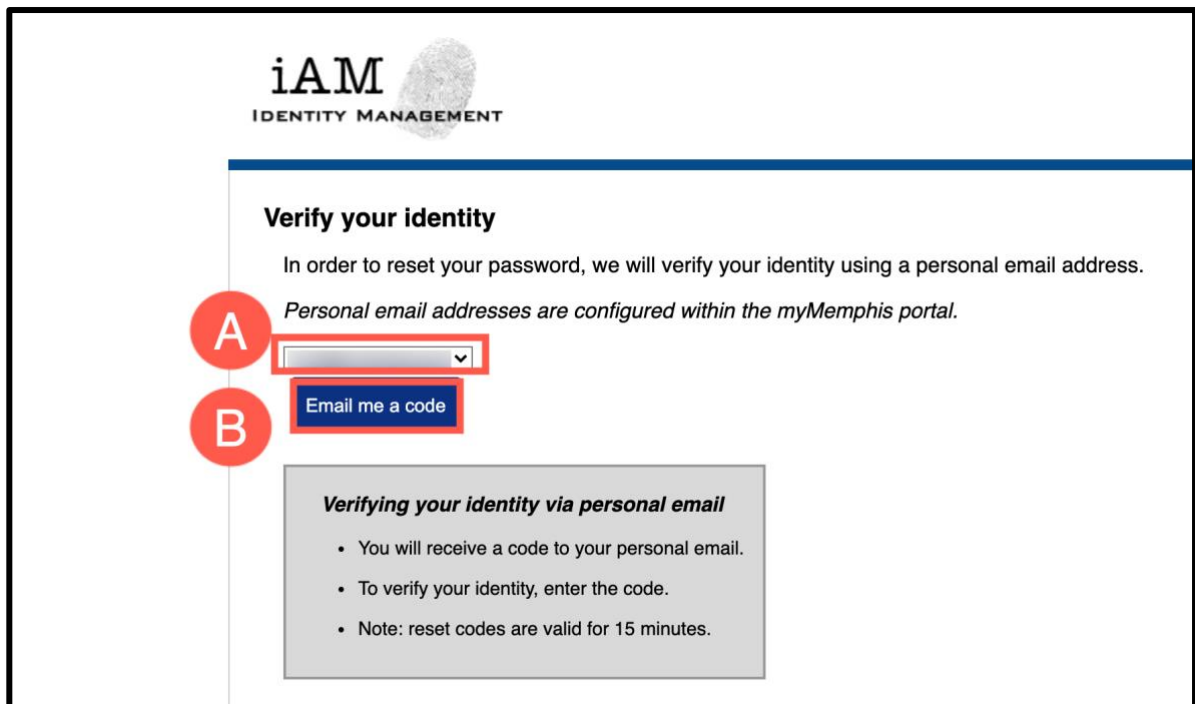
Thank you for authenticating via Duo.

In order to reset your password, you must verify your identity using your personal email address or by answering your security questions.

[Verify Via Personal Email](#) [Verify Via Security Questions](#)

Need Help? Contact

2. A.) Select your personal email from the drop-down menu.  
B.) Click email me the code.



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**Verify your identity**

In order to reset your password, we will verify your identity using a personal email address.

Personal email addresses are configured within the myMemphis portal.

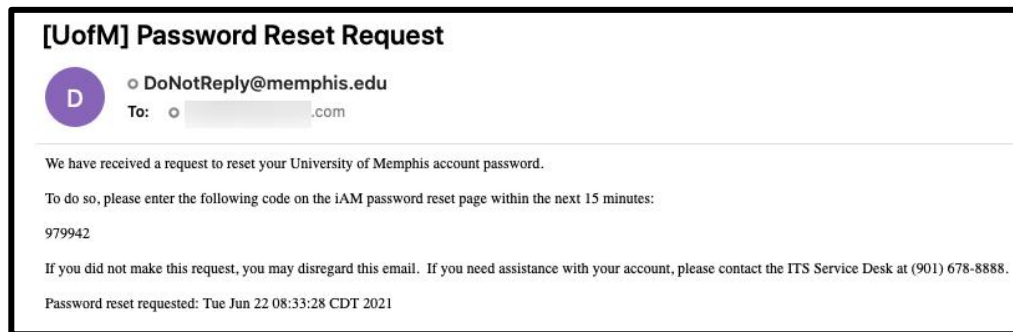
**A**

**B** [Email me a code](#)

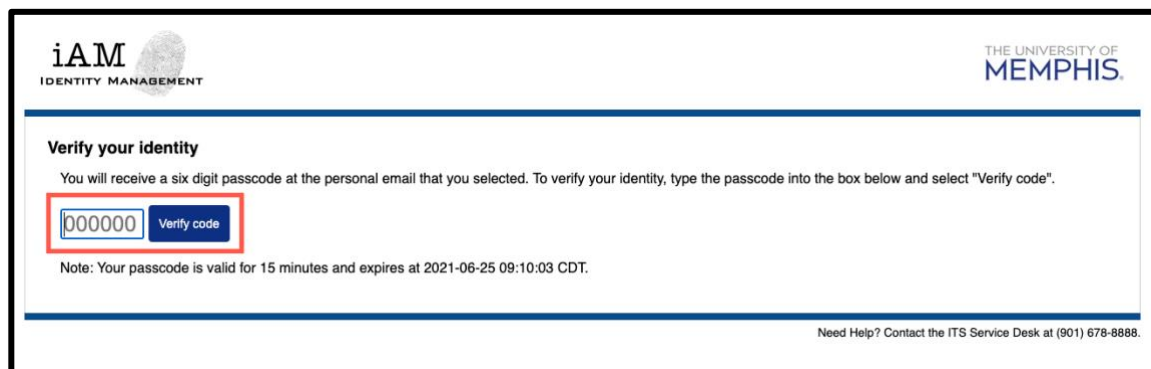
**Verifying your identity via personal email**

- You will receive a code to your personal email.
- To verify your identity, enter the code.
- Note: reset codes are valid for 15 minutes.

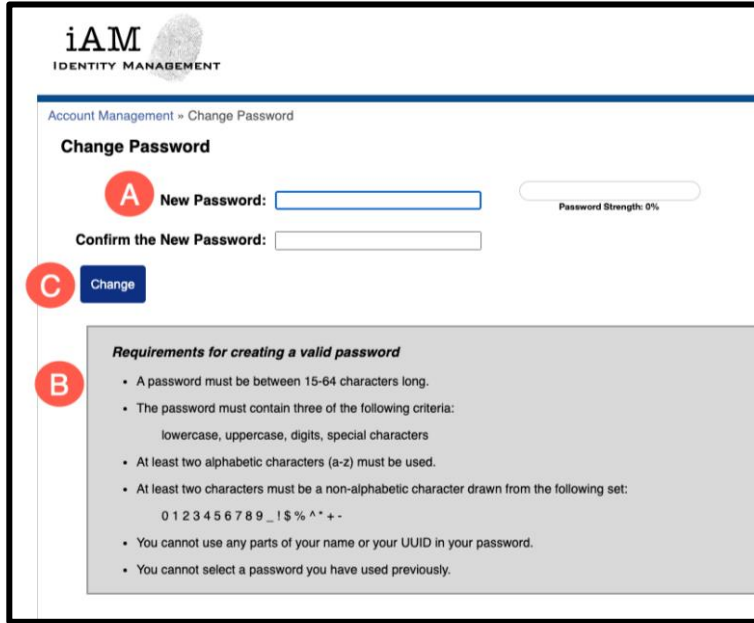
3. You will be sent an email from the system with the code for entering on the password reset page. **Note:** *This code will only be good for the next 15 minutes.*



4. Log into iAM and use the code to enter and gain access to change your password.



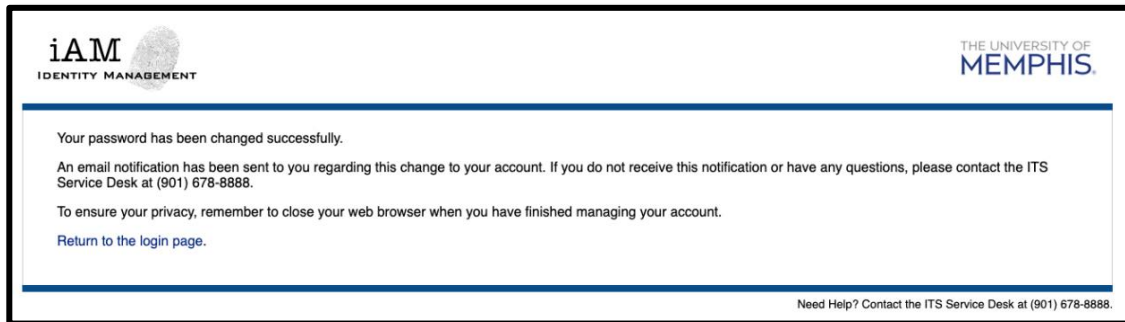
5. A.) Enter your new password, then confirm password. *Note: The Bar to the right of the password will show you the strength of the password.* B.) Follow the guidelines to create your new password, then C.) Click **Change**.



The screenshot shows the 'iAM IDENTITY MANAGEMENT' interface for changing a password. At the top, it says 'Account Management » Change Password'. The main heading is 'Change Password'. There are two input fields: 'New Password:' and 'Confirm the New Password:'. To the right of the 'New Password' field is a 'Password Strength: 0%' indicator. Below the input fields is a blue 'Change' button. A section titled 'Requirements for creating a valid password' lists the following rules:

- A password must be between 15-64 characters long.
- The password must contain three of the following criteria: lowercase, uppercase, digits, special characters
- At least two alphabetic characters (a-z) must be used.
- At least two characters must be a non-alphabetic character drawn from the following set:  
0 1 2 3 4 5 6 7 8 9 \_ ! \$ % ^ \* + -
- You cannot use any parts of your name or your UUID in your password.
- You cannot select a password you have used previously.

6. You have successfully changed your password.



The screenshot shows a success message from the 'iAM IDENTITY MANAGEMENT' system. The message reads: 'Your password has been changed successfully. An email notification has been sent to you regarding this change to your account. If you do not receive this notification or have any questions, please contact the ITS Service Desk at (901) 678-8888. To ensure your privacy, remember to close your web browser when you have finished managing your account. Return to the login page.' At the bottom right, there is a link: 'Need Help? Contact the ITS Service Desk at (901) 678-8888.'



## Changing Password Via Security Questions

1. Select Verify Via Security Questions.



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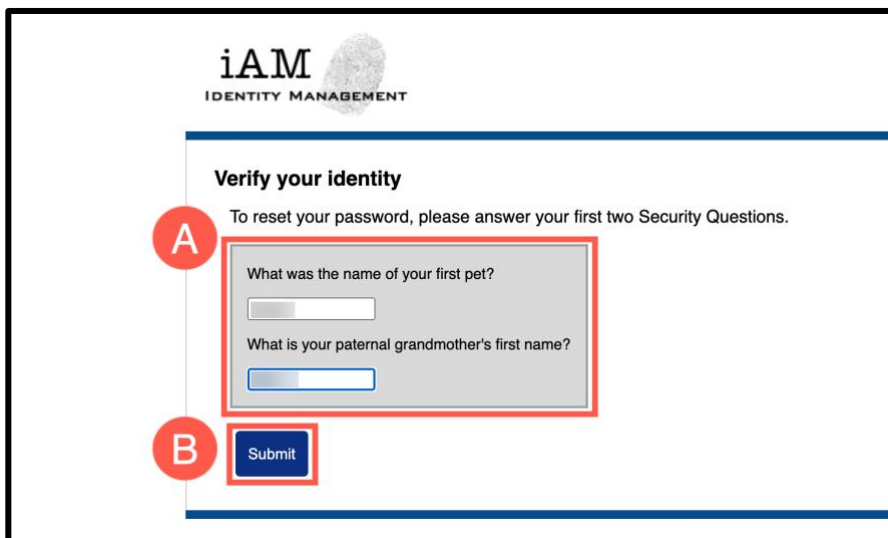
**Select Verification Method**

Thank you for authenticating via Duo.

In order to reset your password, you must verify your identity using

[Verify Via Personal Email](#) [Verify Via Security Questions](#)

2. A.) Answer both of your Security Questions. B.) Click Submit.



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**Verify your identity**

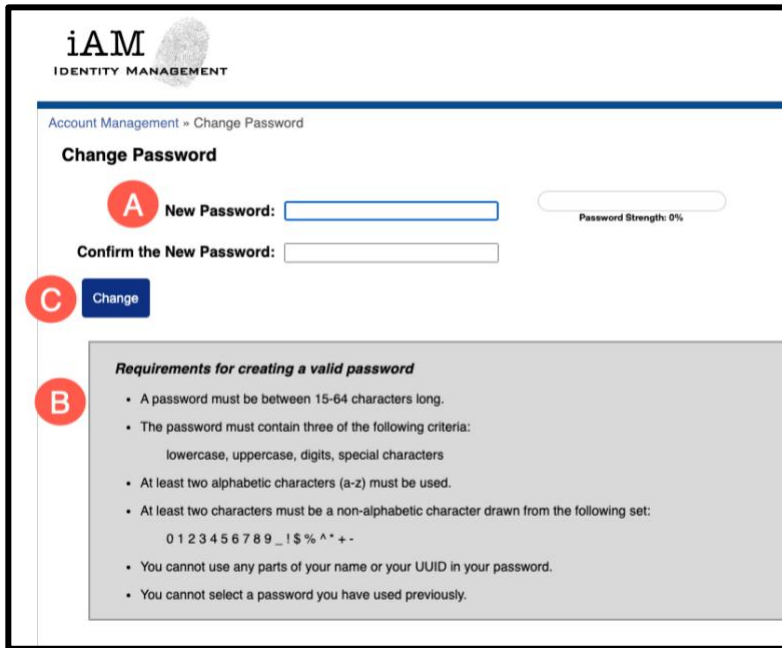
To reset your password, please answer your first two Security Questions.

**A** What was the name of your first pet?

What is your paternal grandmother's first name?

**B** [Submit](#)

3. A.) Enter your new password, then confirm password. *Note: The Bar to the right of the password will show you the strength of the password.* B.) Follow the guidelines to create your new password, then C.) Click Change.



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Account Management » Change Password

**Change Password**

**A** New Password:  Password Strength: 0%

Confirm the New Password:

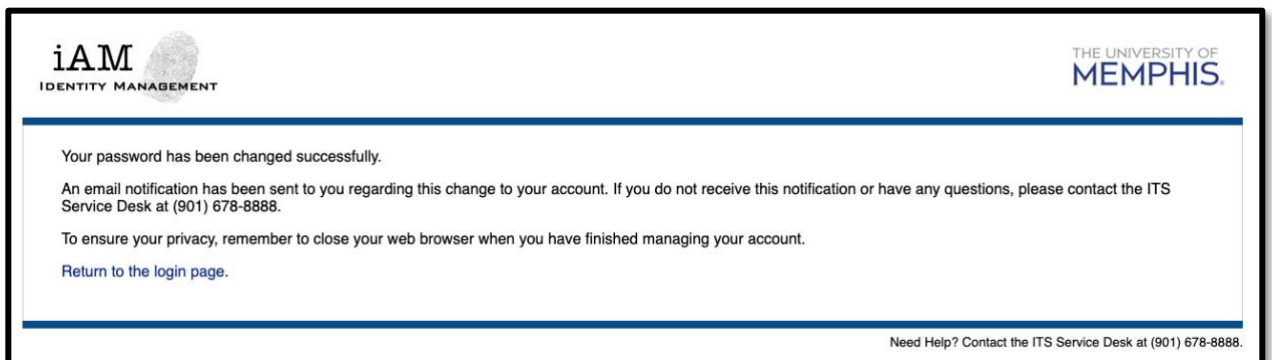
**C**

**B**

**Requirements for creating a valid password**

- A password must be between 15-64 characters long.
- The password must contain three of the following criteria:
  - lowercase, uppercase, digits, special characters
- At least two alphabetic characters (a-z) must be used.
- At least two characters must be a non-alphabetic character drawn from the following set:  
0 1 2 3 4 5 6 7 8 9 \_ ! \$ % ^ \* + -
- You cannot use any parts of your name or your UUID in your password.
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Your password has been changed successfully.

An email notification has been sent to you regarding this change to your account. If you do not receive this notification or have any questions, please contact the ITS Service Desk at (901) 678-8888.

To ensure your privacy, remember to close your web browser when you have finished managing your account.

[Return to the login page.](#)

Need Help? Contact the ITS Service Desk at (901) 678-8888.

# Locating Help Resources

Upon completing the training covered in this course, faculty, staff, and students are able to receive additional training help and resources. Such help can be located as follows:

## Service Desk Request

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### Submitting a Ticket

- Login URL:
  - [Here is a link to our service desk ticketing system](#)
  - After logging in, choose the link **Request Help or Services**.
  - Choose Request Help or Services.

### Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
  - Monday - Friday 8:00 am - 8:00 pm
  - Saturday 10:00 am - 2:00 pm
  - Sunday 1:00 pm - 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or submit a service request.
- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, [umtech@memphis.edu](mailto:umtech@memphis.edu) (using this email will automatically generate a help desk ticket).

## Important Links

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- [Explore the umTech Website](#)
- [Center for Teaching and Learning \(CTL\) Website](#)
- [Search our Training and Documentation](#)