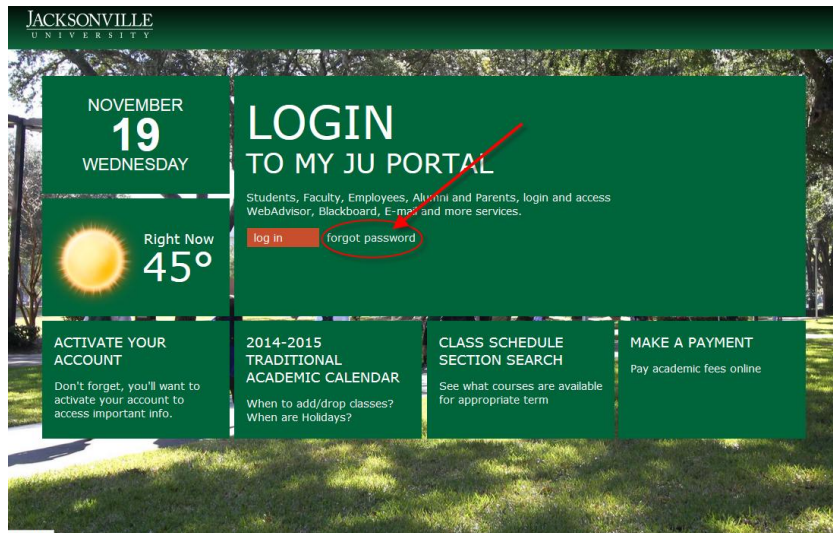


# Forgot Password Instructions

- Please go to the site:

<http://my.ju.edu>

- Click Forgot Password



Please Note: If the forgot password link isn't there or doesn't work, you can access the forgot password page by going to the following link:

<https://my.ju.edu/Pages/iforgot.aspx>

- On the next page, please enter in your Student ID number (7 digit number starting with a zero) and the your last name.

Hello!

Let's get started and try to reset your Jacksonville University account password. The first step is to give me your Student, Faculty, Staff, Alumni ID and your Last Name.

Enter your JU ID #:  last 7 digits, 0123456  
Enter your Last Name:

The web application will request personal information in order to compare it to what is in the University's system.  
By using this web application you are agreeing to provide your personal information as a method to identify who you are.  
If you choose not to use this web application, please call the IT Help Desk at 904-256-7200.

- Once you click the NEXT button, the site will ask you for your Birthday and Social Security Number.

# Forgot Password Instructions

Pages - ForgotPassword - Mozilla Firefox

ju.edu https://my.ju.edu/Pages/forgotpassword.aspx

MyJU > **Forgot Password**

Now please answer the following questions, enter a new password and hit next:

This is the ID you have selected:

When is your birthdate?

What is your social security number?  -  -

New Password:  Confirm Password:

Password must be at least 8 characters long, contain at least one uppercase letter, one lowercase letter, one numeric/symbol character, and no spaces.

- If they do not have a social security number in the system, then the ADDRESS will be confirmed.

Pages - ForgotPassword - Mozilla Firefox

ju.edu https://my.ju.edu/Pages/forgotpassword.aspx

MyJU > **Forgot Password**

Now please answer the following questions, enter a new password and hit next:

This is the ID you have selected:

When is your birthdate? **Month:**  **Day:**  **Year:**

83 Reeding Ridge Dr E, Jacksonville FL 32225

10318 Bloomfield Hills Drive, Seffner FL 335842548

6131 NW 40th Terr, Miami FL 33166

130 Hickory Hill Drive, Elizabethtown KY 42701

5503 Commerce St, New Jersey NJ 65455-3432

New Password:  Confirm Password:

Password must be at least 8 characters long, contain at least one uppercase letter, one lowercase letter, one numeric/symbol character, and no spaces.

# Forgot Password Instructions

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- Error screens that may come up. For example the wrong birthdate, social or the passwords did not match. Also if they do not type in a password that is strong enough.

MyJU > **Forgot Password**

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The Birthdate or Social Security Number you entered did not match with what we have in the system. Please click back and try again.

Back

# Forgot Password Instructions

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MyJU > **Forgot Password**

The passwords you typed in did not match. Please click the back button and try again.

MyJU > **Forgot Password**

The password that was entered did not meet the complexity requirements.  
Your password must be at least 8 characters long, contain an uppercase, lowercase and number/symbol.

Please try again.

Technical error message, for IT use only: Exception has been thrown by the target of an invocation.

- The successful reset will show the following. The username and message.

# Forgot Password Instructions

