

Reset Network Account Password

1. Open Internet Explorer and navigate to HelpDesk.cod.edu.
2. Click on the link for Password Reset.
3. Enter your network user name and click **Next**.



Password Reset:

Please enter your user name below

Examples:

Your logon ID

Your network account

Next

4. You will need be presented with **3** questions from the questions you registered with. You **must** answer correctly all **3** questions in order to reset your network account password. Click **Next** to submit your answers.

Password Reset: College of DuPage Question and Answer Reset

You must answer 3 of the following 3 questions.

What was your favorite place to visit as a child?

What is the name of your favorite actor?

What is the name of your favorite elementary school teacher?

5. If you have entered your answers successfully you will see the following page. Pay close attention to the password instructions on the page as they must be followed to successfully change your password.

Password Reset: Choose Your New Password

The new password you select for littled cannot contain 3 or more consecutive characters in your ID or full-name, must be a minimum of 8 characters and a maximum of 14 characters long, must contain at least one number, one upper-case character, and one lower-case character, and cannot be any password you have previously used.

Enter a new password:

Re-enter the password:

6. This page will be displayed once you have entered in a password that meets the requirements and has been successfully set. You may now use your new password.



Success: Your password has been reset



You can now use your new password to log in.