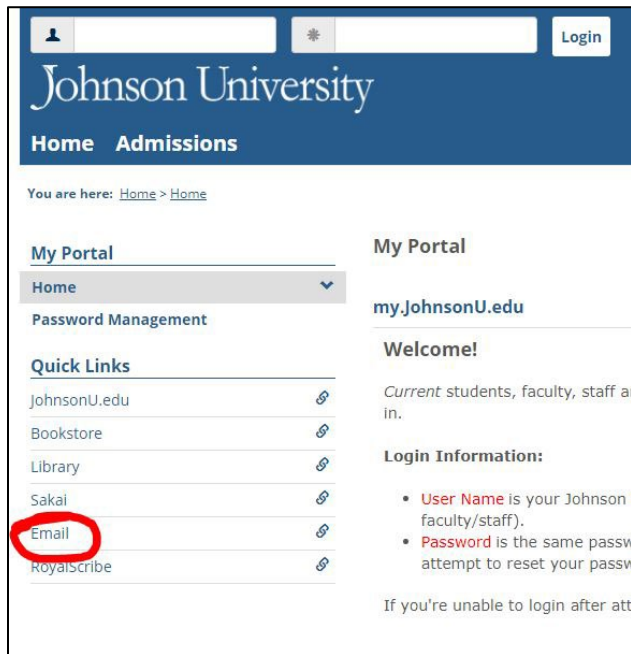


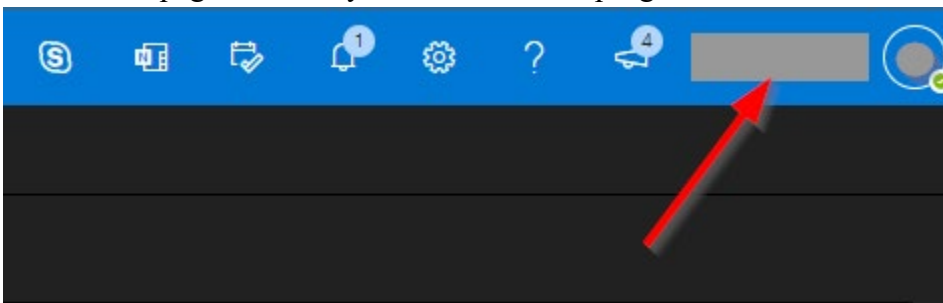
Password Reset Guide

Important Note: To reset your password following this guide, you will need to be able to log in to your Johnson University email. If you cannot log in to your Johnson University accounts, please contact the IT Department by emailing ittickets@johnsonu.edu with a detailed description of the issues you are having or by calling our helpdesk at 865-251-2667.

1. Open a web browser and navigate to the Johnson University portal (my.johnsonu.edu). Click on the email link on the left hand side of the screen (see picture below).

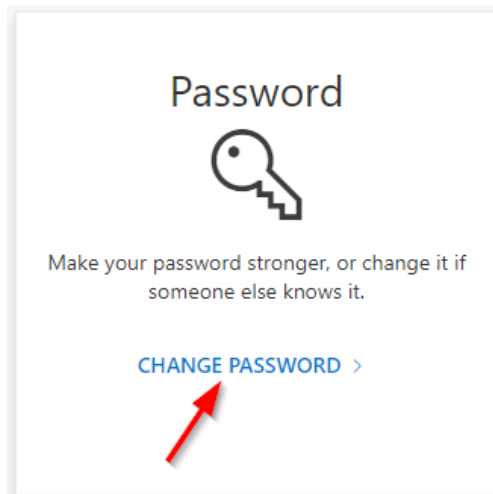


2. Log into your Johnson University email by using your full email address and Johnson University password.
3. Once logged in, click on your name in the upper right-hand corner.
4. From the window that appears, select “My account”
5. On the next page, click on your name in the top right corner.



6. Click “View Account”

7. On the next page, find the “Password” tile and click the “Change Password” link shown below.



- a.
8. Follow the instructions given on screen to reset your password (see picture below).
- a. Please note that your password will need to be at least 8 characters in length and include both uppercase and lowercase letters, a number, and a special character or symbol (i.e. ! or @)

A screenshot of a "change password" form. The title "change password" is at the top. Below it are four input fields: "User ID" (with a blue redaction bar), "Old password", "Create new password", and "Confirm new password". At the bottom are two buttons: a green "submit" button and a grey "cancel" button.

b.

This will reset your Johnson University password for all of your Johnson University accounts (portal, Sakai, email, etc.) within 15 minutes. If you are having issues, please see the short troubleshooting guide on the next page.

Troubleshooting Guide

Important Note: This is a troubleshooting guide for users who have already attempted to reset their password. If you have not attempted to reset your password, please see above instructions.

- Clear your browser cache. A quick google search for “clear cache in (your browser name)” should result in plenty of instruction guides.
- Wait about 15 minutes and then attempt to reset your password again.
- Try to reset your password using a different web browser.
- If you are still experiencing issues, please contact our 24x7 Support Team at <https://johnsonu.blackbelthelp.com/> or [865-251-2470](tel:865-251-2470)