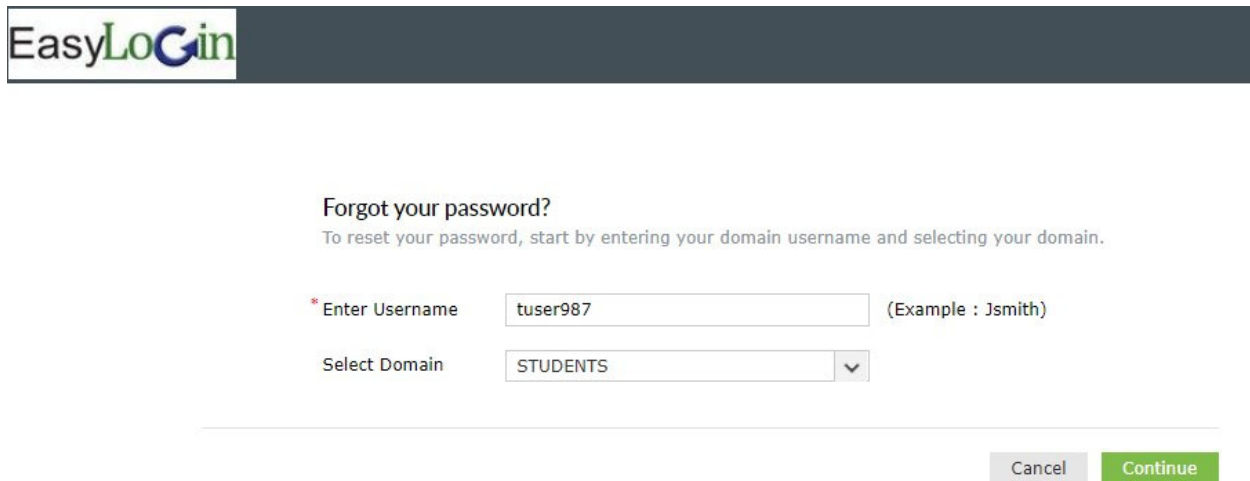## STEP BY STEP INSTRUCTIONS FOR ACTIVATING A NEW ACCOUNT (OR RESETTING A FORGOTTEN PASSWORD) USING THE PERSONAL EMAIL OPTION

User initiates the process:

The user clicks through the activation URL on the Welcome Email or clicks "Reset password" on the main Self-Service Login screen (https://passwordstu.ccsnh.edu/showLogin.cc). This link is available on the Online Resources page (https://www.ccsnh.edu/online-resources/)

User enters the account name and clicks 'Continue':
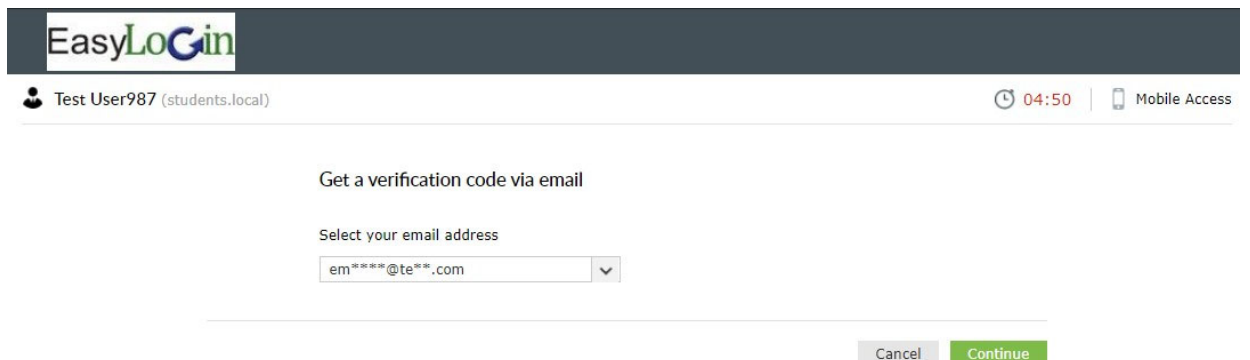
User is presented with a drop-down listing personal email records loaded from Banner. User chooses a value and clicks 'Continue':
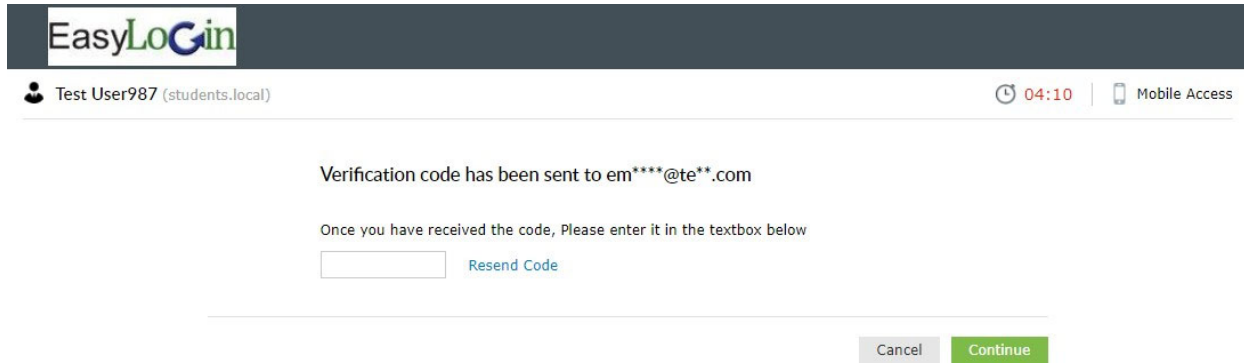
User is presented with a form to accept the validation code sent via email (email shown below):
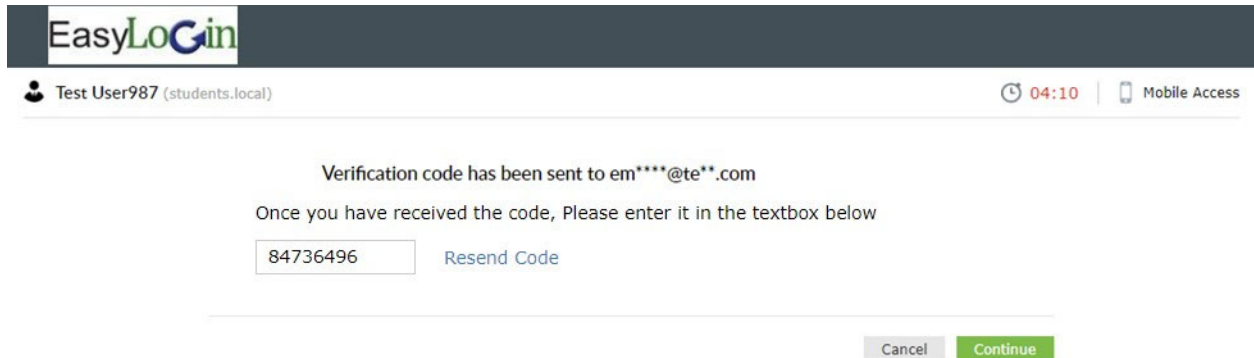
Verification Code email sent to the chosen email account:
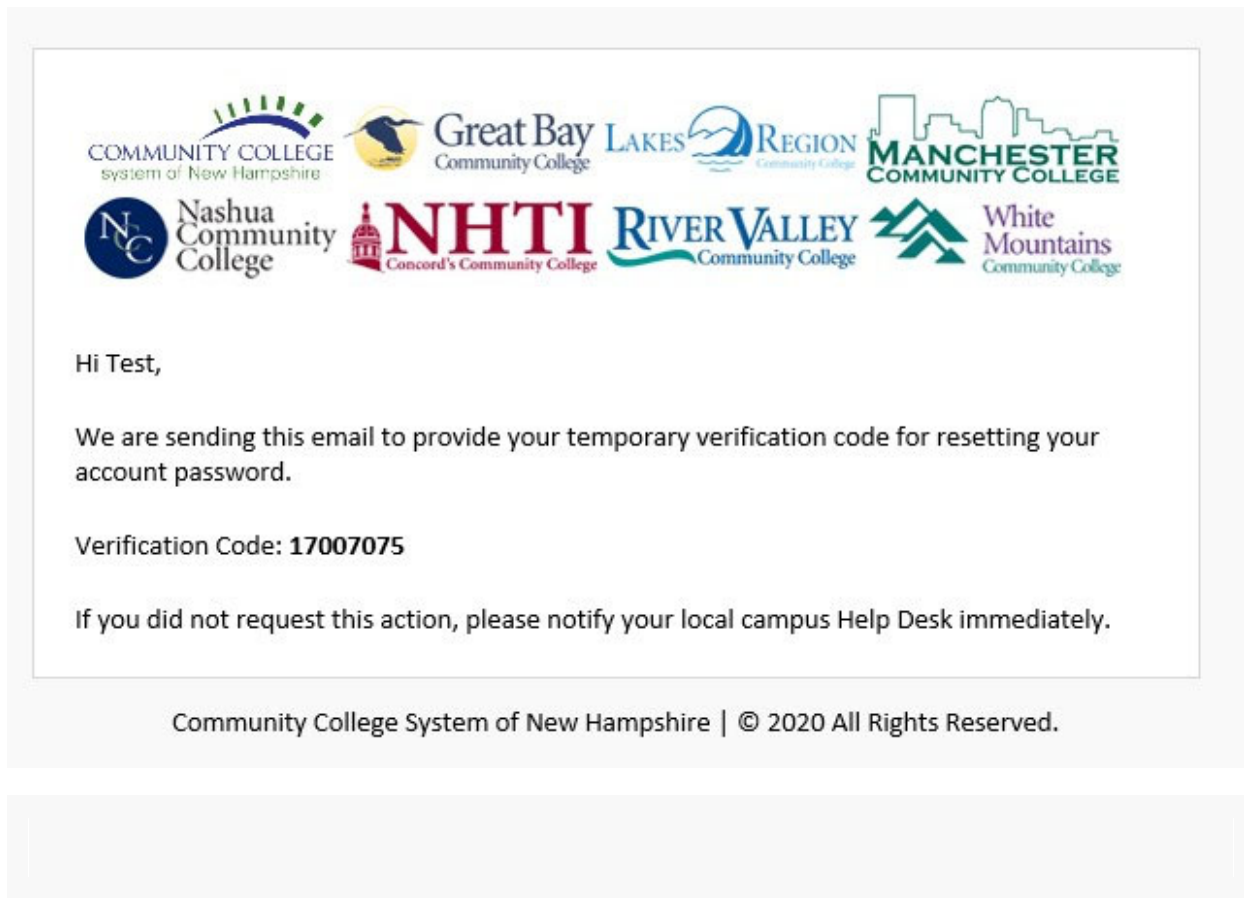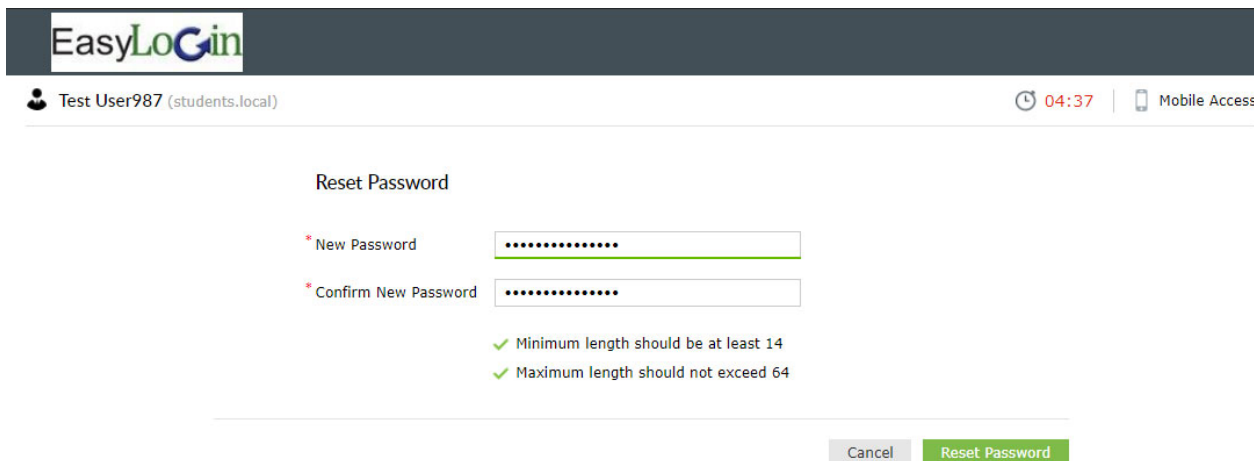
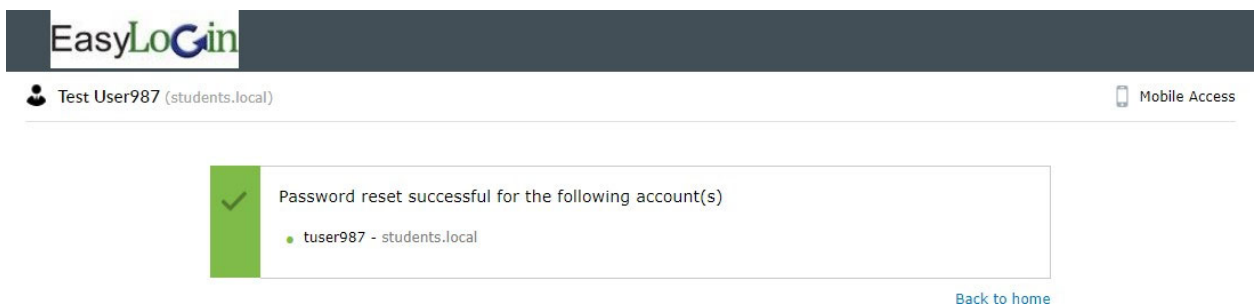**User enters the verification code from the email into the form and clicks 'Continue':**

User enters a new password two times following the password policy and clicks 'Continue' :

User receives verification of successful password update:

Email with notice of password change sent to user's EasyLogin:

Hi Test,

We are sending this email to notify you that you have successfully reset your CCSNH EasyLogin password.

If you did not request this action, please notify your local campus Help Desk immediately.

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