

Welcome to MSM.

As part of MSM's efforts to enhance its cybersecurity practices, all MSM staff, faculty and students are required to use the MSM's **Password Change/Reset tool** which enables you to :

- (1) **Register** your own personalized security questions and answers. You only need to register once.
- (2) **Change your password** at any time, for example, if you feel your password has been compromised. Your current password is required to use this option.
- (3) **Reset your MSM password** in the event you have forgotten your password. You provide answers to the 3 questions you have established and you can proceed to establish a new password.
- (4) **Unlock your account** in the event you have entered your current password incorrectly too many times and become locked out after 5 failed attempts. You provide answers to the 3 questions you have established and you can proceed to establish a new password.

This tool is similar to other security measures that most online services and institutions use to ensure

- No one else, including MSM IT, has access to your password,
- You are using a strong password that is complex and not easily discovered by someone else,
- You have the flexibility to perform your own password reset at any time 24x7, and
- You periodically change your MSM password to improve the security of MSM's data and information.

### **Registration - Setting up your security questions/answers (One-Time Only)**

In order to access to MSM new password utility to establish your personalized security questions that will allow you to manage your MSM account password through self-service, you will need to **Register** first.

To log in to start the **User Registration** process and enter your security questions as illustrated below :

- (1) Visit <http://password.msmnyc.edu>
- (2) Enter your current MSM **User Name** (i.e. jdoe )
- (3) Enter your MSM user **Password**
- (4) Select the **User Registration** option

The screenshot shows the Manhattan School of Music Password Change/Reset Tool interface. The header includes the MSM logo and the title "Manhattan School of Music Password Change/Reset Tool". The main content is divided into two columns. The left column, titled "Update Your MSM Profile Efficiently :", contains three options: "Sign up > User Registration (REQUIRED FIRST TIME FOR SELF-SERVICE) Establish your identity via registration", "Change MSM Password Change your MSM password using current password", and "MSM Sign in (Example : jsmith)" with a "Login" button. A green arrow points to the "User Registration" option. The right column, titled "FORGOT YOUR PASSWORD or LOCKED OUT? You will need to know the answers to your challenge questions", contains two options: "Reset MSM Password Reset your forgotten MSM password only if you have registered" and "Unlock MSM Account Unlock your locked out MSM account".

- (5) Select the **Click Here** option as illustrated below

## Welcome! This portal offers you the power of password self-service!



- Password self-service: Reset password yourself when you forget it! Don't wait for the helpdesk!
- Self-service Account Unlock: Unlock the computer, when you are locked out of it.
- Self-service Directory Update: Update the changes in contact details yourself! And more..

Enroll now to enjoy these benefits! [Click Here](#)

(6) To register your personalized security questions, select 3 different questions and in each appropriate field, enter your respective answers.

Note : By activating (check-mark appears) **the Hide Answer(s)** option, your **Answers** will not be displayed and you will need to enter the responses twice. Alternatively, by disabling the **Hides Answer(s)** option, you will be able to see what you are typing for responses.

(7) Select the **Enroll** option and you are all set.

**M** Manhattan School of Music

Welcome, **Eddie**  
[Sign Out](#) / [Personalize](#)

[Change Password](#) **Enrollment**

### User Registration

The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.

Security Questions

**Length Specification**

- The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters
- Please use only letters (a-z), numbers and symbols for answers.

**Register Your Security Question & Answer**

Question: Who is your favorite actor, musician, or artist? ▼  
Answer:  Confirm Answer:

Question: -----Please Select a Question----- ▼  
Answer:  Confirm Answer:

Question: -----Please Select a Question----- ▼  
Answer:  Confirm Answer:

Hide Answer(s)

**Enroll**

Now that you have registered to the MSM password reset tool it is time to change your password to conform to MSM's new password policies.

## **Change MSM Password**

Periodically and at any time, you may wish to reset your MSM password, especially if you feel your MSM account has been compromised.

To log in to change your MSM password at any time if you know your current password :

- (1) Visit <https://password.msmnyc.edu/>
- (2) Enter your current MSM **User Name** ( i.e. jdoe )
- (3) Enter your MSM user **Password**
- (4) Select the **Change MSM Password** option

The screenshot shows the Manhattan School of Music Password Change/Reset Tool interface. The header includes the Manhattan School of Music logo and the title "Manhattan School of Music Password Change/Reset Tool". Below the header, there are two main sections. The left section is titled "Update Your MSM Profile Efficiently :" and contains three options: "User Registration (REQUIRED FIRST TIME FOR SELF-SERVICE)" with a "Sign up" button, "Change MSM Password" with a "Change Password" button, and "MSM Sign in (Example : jsmith)" with a "Login" button. A green arrow points from the "Change MSM Password" option to the "MSM Sign in" form. The right section is titled "FORGOT YOUR PASSWORD or LOCKED OUT? You will need to know the answers to your challenge questions" and contains two options: "Reset MSM Password" with a "Reset Password" button and "Unlock MSM Account" with an "Unlock Account" button. The "MSM Sign in" form has fields for "User Name:" and "Password:" and a "Login" button.

- (5) Enter your current **Old Password**
- (6) Enter your desired **New Password** following the displayed password guidelines
- (7) Re-enter and **Confirm New Password**
- (8) Select the **Change Password** option to complete

Notes: If you have not created a new password that meets the minimum security requirements, an **Alert Message** will display. Click **OK** to provide a new password that conforms to guidelines.

A palindrome is a type of word play in which a word, phrase, or sentence reads the same backward or forward. For example and simplicity, "radar" is a palindrome word.

- (9) If your password meets the required standards you are all set.

**Finally, you will need to update your smartphone's email settings with the new password and to re-login to any MSM system you may have open on your computer.**

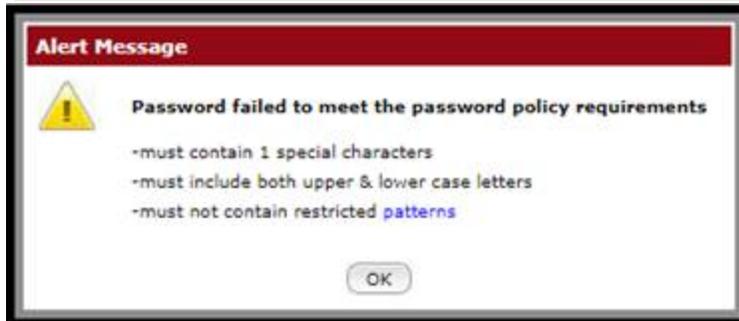
**Change Password**  
Change your current domain password.

Old Password :

New Password :

Confirm New Password :

- Minimum length should be at least "8"
- Number of special characters to include "1"
- Must contain both upper and lowercase characters
- Number of numerals to include "1"
- Must not be a palindrome
- Must not have 5 consecutive characters from username
- Must not contain restricted patterns [List](#)
- Must not contain 5 consecutive characters from your old password



**NOTE :**

All MSM community members will be required to change their password every 180 days for security purposes. You will receive periodic e-mail notices prior to the expiration of your password to allow you some flexibility in resetting your password during a convenient time.

Please remember :

- Never share your passwords with anyone.
- Create a password that is easy to remember, yet complex enough that it's difficult to easily figure out. For example, Password123! is easy to remember and also easy to figure out.
- Do not write your password on a sticky note and leave it posted on your computer or laptop.
- Do not store any passwords in your email account or on any computer files. If your email or computer is compromised, your password(s) can be easily used to access your online resources.

This tool is similar to other security measures that most online services and institutions use to ensure

- No one else, including MSM IT, has access to your password,
- You are using a strong password that is complex and not easily discovered by someone else,
- You have the flexibility to perform your own password reset at any time 24x7, and
- You periodically change your MSM password to improve the security of MSM's data and information.

For any questions relating to you password or any other security questions, please contact the Help Desk at 917-493-4717 or send an email to [helpdesk@msmny.edu](mailto:helpdesk@msmny.edu) .