

# Forgot Password Instructions

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- 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.

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

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



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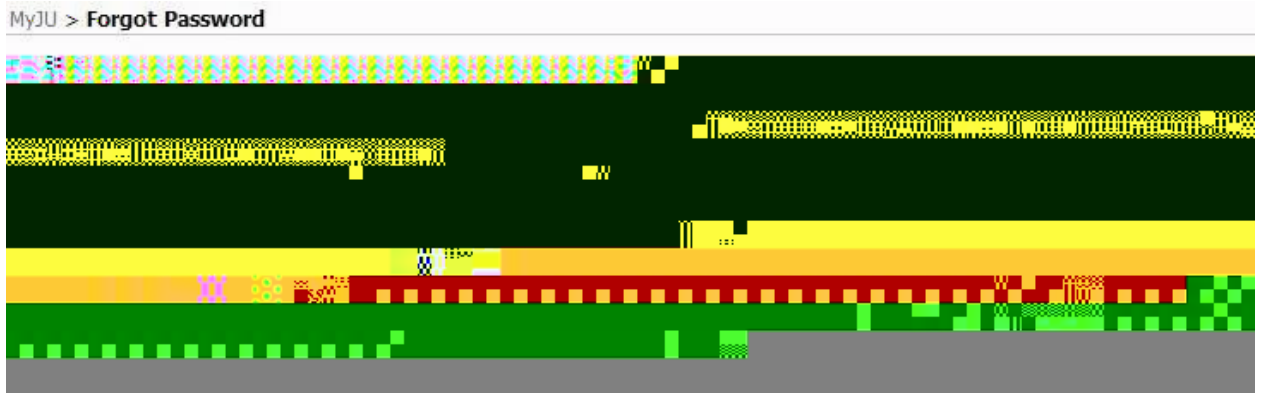
- Error screens that may come up. For example the wrong birthdate, social or the passwords did not match. Also if they do not type in a password that is strong enough.

MyJU > **Forgot Password**



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

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