

How to Reset your MyOLLU Portal Password

1. Go to ollusa.edu
2. Click "Password Help" (see below)



3. Click "Second-Reset Your Password" (see below)

The screenshot shows a video player titled 'myOLLU How To Tutorial Video'. The video content displays a login window for 'myOLLU' with fields for 'User name' and 'Password'. A red circle highlights the URL 'www.ollusa.edu/password' in the text below the video. The text explains the 'Password Manager Program' and provides instructions for registering and resetting passwords. The video player interface includes a play button, a progress bar, and a 'YouTube' logo.

Password Manager Program: This is a feature that we have implemented in order to facilitate password changes at www.ollusa.edu/password. You will need to access the Password Manager Program twice:

First-Register with the Password Manager Program: Access www.ollusa.edu/password. Click on the bottom, center link "Click here to get started." You will need your 7 digit University ID number, Date of Birth and last 4 of your Social Security Number. Click Continue. On the second screen you will see your University Username (top, left), please make sure to write this down for future use. You will be asked to enter your Mother's Maiden Name, create a Security Question and Answer. Click on the "Submit your credentials" button.

Second-Reset Your Password: Access www.ollusa.edu/password. Click on the bottom, center link "Click here to get started." You will need your 7 digit University ID number, Date of Birth and last 4 of your Social Security Number. Click Continue. On the second screen will enter your Mother's Maiden Name, answer your security question and create a password.

Accessing myOLLU: Click on the myOLLU icon at the top, right corner of www.ollusa.edu. You will be prompted to enter your

4. Make sure you have your Student ID Number, last four digits of your SSN, and your birth date. If you do not know what your Student ID Number is, contact your Student Services Coordinator.
5. Click "Click Here to Get Started!" (see below)

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PASSWORD MANAGEMENT

PASSWORD MANAGEMENT
On September 1, 2010 OLLU released a new Password Management System, allowing faculty, staff, and students the ability to maintain their own passwords including user identification, verification, security set-up, and password reset.

Instructions for Creating your OLLU Password:

- Please have the following available:
Your University ID
Last Four of Your SSN
Birth Date
- Verify your Information and Enter Your Security Credentials
Mother's Maiden Name
Security Question and Answer
- Choose a password using the following password requirements:
Passwords must now be a **minimum of 8 characters** and they must contain **at least 3 of these character types**:
a. Upper case letters
b. Lower case letters
c. Numbers
d. Special characters (! \$ # %)

[Click Here to Get Started!](#)

HELPFUL TIPS!
If you have enrolled in the password management system and do not remember your security credentials please contact the ITS Helpdesk at 210-431-3908.

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6. Enter in your information and follow the prompts to finish resetting your password.

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Password Manager

Please follow the steps below to utilize the self-service password reset system. You may have to run through the process twice - once to change your password.

Input Identification (Step 1 of 3)

The following information must be on file with the University to continue.
For students, if your information is not on file, please contact the Registrar's Office.

University ID: Enter your 7-digit ID number (include leading zeros)

Last Four Social Security Number:

Birth Date: Month (MM): Day (DD): Year (YYYY):

Please enter your ID information and click "Continue"

Continue **Return to Website**

Please contact the Help Desk at 210-431-3908 if you experience any problems with this page.
If this page is not working between the hours of 12:00 AM and 1:30 AM, it may be temporarily offline during system backups.