



Online Learning

Room 205 Wright Library
9000 Babcock Blvd.
Pittsburgh Pa 15237
412-847-2300



Blackboard
Laird Cole

Online Learning & Faculty Support
& Technology Coordinator
Laird.Cole@LaRoche.edu

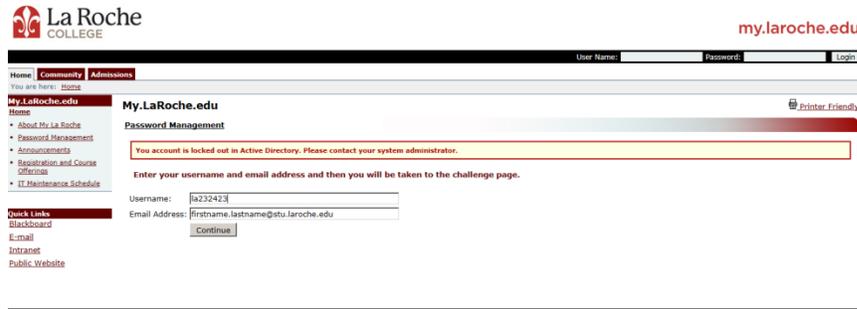
FORGOT MY PASSWORD INSTRUCTIONS

This is for all passwords **except student email**. Please contact the La Roche Student Help Desk (contact information above) for assistance with email passwords.

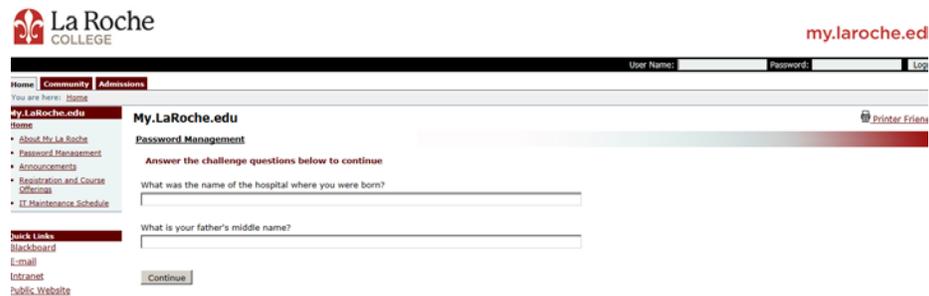
1. Go to www.my.laroche.edu Attempt to sign in here. You may be prompted to change your password if it has expired. If so follow the onscreen directions to reset your password.
2. If you are still unable to log, return to www.my.laroche.edu and look for the password management, forgot my password area (below user name area). Open the Forgot My Password link.

1. The page will open as shown below. The user name will be the first two letters of your last name followed by a series of numbers. The Email address will be your La Roche College Email address which will be your firstname.lastname@stu.laroche.edu. Click the continue box. If you cannot remember your user name contact the La Roche College Student Help Desk.

2. If you have entered your password too many times in a short amount of time you will be locked out and see the following screen. This is automatic and you just need to wait 15 minutes and the system will unlock itself and allow you to continue on to change your password.

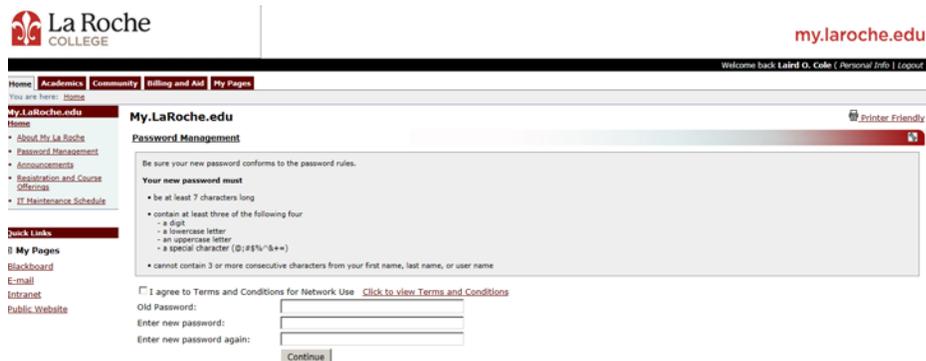


3. You will then be taken to the challenge questions page. Answer the questions that you gave when you set your account up and then continue. (If you cannot remember your challenge questions contact the La Roche College Student Help Desk at 412-847-2300, or stop by in person at room 111 Palumbo Science Center).



4. You will then be taken to where you can change your password. **Make sure to check the box** to accept the terms and conditions of the La Roche College Networks. Then follow the instructions to reset your password.
 - a. Your password
 - i. CANNOT contain 3 or more consecutive characters of your first or last name, OR your user name.
 - ii. Be a MINIMUM of 7 characters long
 - iii. Must contain three of the following
 1. Contain a Digit (example 1, 2, or 9)
 2. Contain an uppercase letter (example A, B, or Z)
 3. Contain a lowercase letter (example a, b, or z)
 4. Contain a special character (example !, @, #, \$)

Sometimes it is easier to write this out in advance to ensure it meets these conditions.



5. Remember your password once it is created. A suggestion is to use a mobile app such as Keeper (keepersecurity.com) keep all of your user names and passwords organized and safe on your phone. There is a free version of this app that works on most devices.