What is the Self-Service Portal?

The self-service portal is a user accessible website for managing your SRU network user account. The site is accessible by visiting the link http://password.sru.edu and you should see the screen below in your browser. If you have never used the maintenance tool before, the first thing you should do is Configure the Maintenance Tool. Otherwise, you can select Use the Maintenance Tool:

**Welcome to the User Account Maintenance Portal!**

Please select from the options below:

- **Configure the Maintenance Tool**
  To perform maintenance on your account, you must run the configuration program first.
- **Use the Maintenance tool**
  Use the maintenance tool if you are having trouble accessing your account.
- **Password Help Document**
  Instructions on how to use site

Configuring the Maintenance Tool

When you go to http://password.sru.edu, click on Configure the Maintenance Tool. If you have forgotten your password or it has already expired prior to configuring the tool, you will need to contact the SRU Help Desk at 724-738-4357.

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- **Password Help Document**
  Instructions on how to use site
YOU MUST FIRST LOG ON TO USE THIS FEATURE

STUDENT EXAMPLE xyz1234@sru.edu
EMPLOYEE EXAMPLE john.doe@sru.edu

- E-mail Address Lookup
  Find your e-mail address

Email Address: [ ] (Email address in form of USERNAME@SRU.EDU)
Password: [ ]
Log On

Click Here to return to the home page.

If you enter the wrong username or password, you will receive an error message that says:

The account information entered could not be validated.

Please re-enter your username and password. Remember usernames are your full e-mail address and that passwords are case specific. Then click the Log On button again.

When you are authenticated, the following screen will appear. Fill in all the requested information on the screen. For the 4 digit pin, please enter something that you will remember. Select one of the 4 predefined questions. Enter the answer to the predefined question in the next entry box. Next, create your own unique question and type it in the entry field provided. You are limited to 60 characters for the question, so please keep it short but informative. Lastly, enter the answer to your unique question in the space provided. Then click the submit button.

Please complete the information requested:

Please enter a 4 digit PIN number:
Select a question to be asked when using the tool:
Enter the answer to the selected question

Additional, please define a unique question and answer:

Your unique question to be asked:
Provide the answer to your unique question:

[ ] Please enter a 4 digit number you will remember
What is/ was your mother’s maiden name? [ ] 30 character max

[ ] 60 character max

Undo Changes Submit
Use the Maintenance Tool

When you go to http://password.sru.edu, click on Use the Maintenance Tool.

After you log in, fill out the information and then click Submit.

You must have first configured the maintenance tool first before using this feature!! If you have not configured the tool you will need to call the helpdesk to have your password reset/unlocked at 724-738-4357.

Using this system, you may perform the following tasks:

- If you have forgotten your password, you can have it reset.
- If your account is currently locked out, you may unlock it.

To get started with the service, answer the following questions:

What is your email address? Please enter address in form of USERNAME@SRU.EDU

What is your PIN?

Click here to return to the home page.

Choose the option you would like to do and then answer your security questions.
What action would you like performed on your account?

- Reset my password
- Do not reset my password -- only remove the account lockout condition
- Validate my responses only -- No action performed

Please provide answers to the following questions:

What was the first state you lived in? 

Who is the best tech?

[Clear Form] [Submit]

Click [Here] to return to the home page.