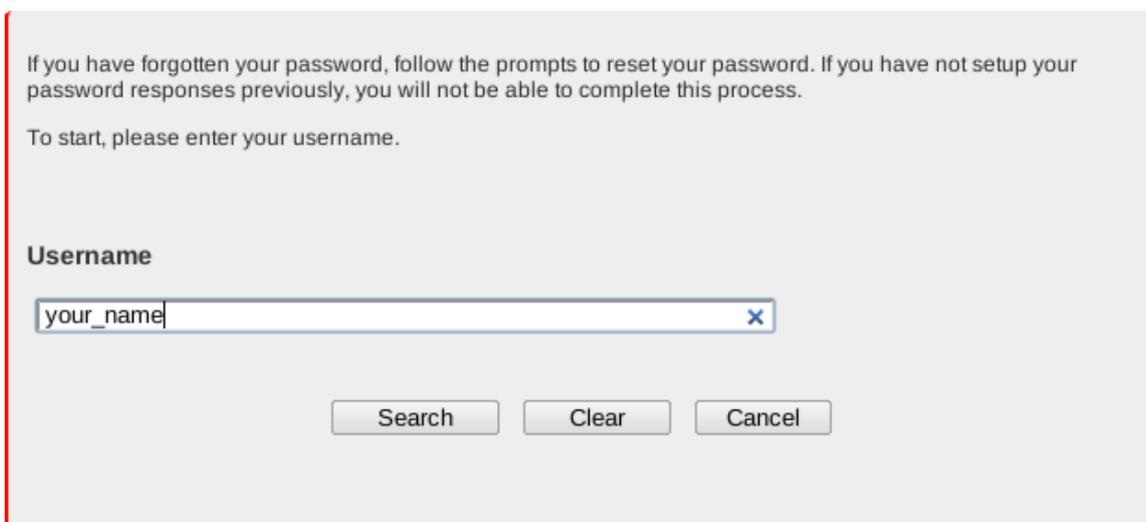# How do I reset my password?

**If you have forgotten or lost your password, please visit the [Reset Password](#) link.**

**If you need to change your password and you know your existing password, please visit the [Change Password](#) link or the password portlet in Ozone.**

*The Reset password link can also be found at ozone.owens.edu or when you have a failed log-in attempt.

1. Type your **Username** into the field provided (username is your **firstname_lastname**).



2. Answer the two questions with the answers you provided when you initially set up your **Reset Password Questions**. *Make sure the responses are entered exactly how they were entered initially.*

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

**What is your mother's maiden name?**

**What is your favorite vacation destination?**

| Check Responses | Clear | Cancel |

---

3. Read the **Responsible Computing Policy** and then click on the check-box to show you agree. Click **Continue**.

You must agree with the **Responsible Computing Policy** before you can continue.

☑ I Agree    Continue

Logout

---

4. Enter your new password in the fields provided. If you receive the error "One or more responses not correct. Please try again.", check your spelling and then try again.

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 6 characters long.
- Must be no more than 20 characters long.
- Must include at least 1 number.
- The first character can not be numeric.
- The first character can not be a symbol (non letter or number).
- Must not repeat any character sequentially more than 3 times.
- Must not include any of the following values: password.
- Must not include part of your name or username.
- Must not include a common word or commonly used sequence of characters.
- New password may not have been used previously.

- Your new password will not expire for 120 days.
- You should not share your password with others.

**New password accepted, please click change password**

**New Password**

Strength: **Weak**

••••••••

**Confirm Password**

••••••••

[ Change Password ]   [ Clear ]

5. You should see a box that says **Your password has been changed successfully.** Click **Continue**.

Your password has been changed successfully.

[ Continue ]

6. Ozone will now log you out.

**Logging Out...**

Please Wait while we log you out of all systems

OWENS
COMMUNITY COLLEGE

7.  **Close your browser** and then re-open your browser and then log-in using your new password

**If you have tried the Reset Password link and you still cannot reset your password, call the Help Desk at (567) 661-7120 or 1-800-GO-OWENS, ext. 7120. You must have your OCID to reset your password over the phone. The caller must be the individual requesting the password change.**

**Otherwise, you will need to visit College Hall 213 on the Toledo campus or the Commons Area on the Findlay campus. You must bring a photo ID (Owens ID card or Driver's License) and the individual requesting the password change must be present.**

---

Article ID: 13

Last updated: 12 May, 2017

Revision: 6

Information Technology Services -> Login and Password Help -> How do I reset my password?

https://www2.owens.edu/faq/entry/13/