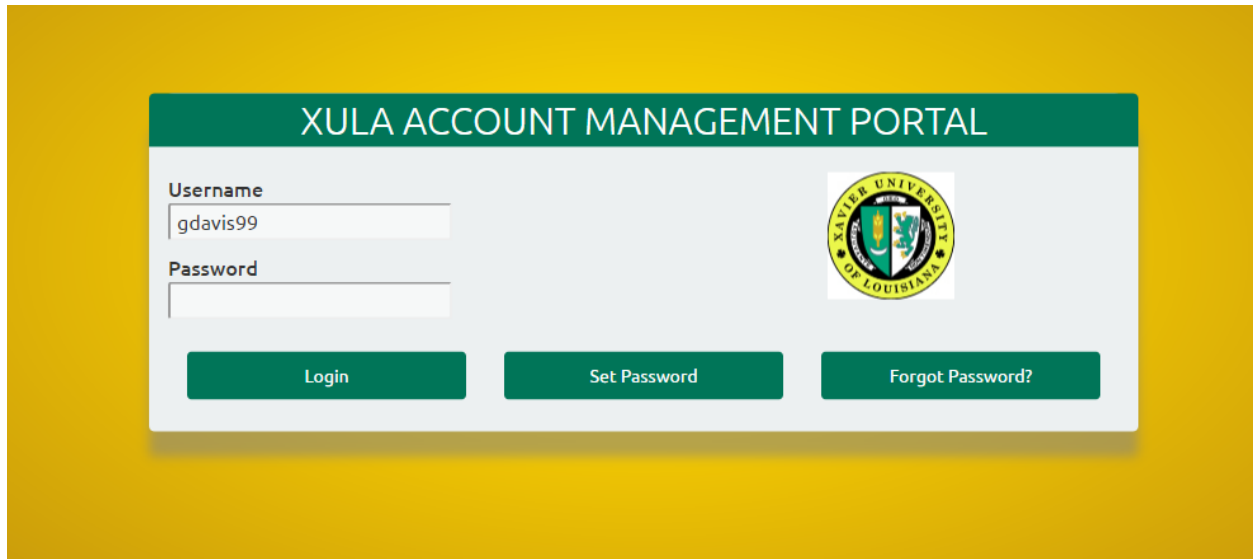Using Xavier Password Management Tool to Change Blackboard, Windows and Wi-fi passwords:

1. Go to www.xula.edu
2. Select Account Mgmt. link at the top left of the homepage
3. Next enter **(yourusername)** **Example: gdavis99**

Then click **Forgot Password** and next screen will direct you to your Xavier email.

4. The **End-User Self Service** window will appear

End-User Self Service

A One-Time Password (OTP) has been emailed to:
nxxxxxx@xula.edu

It could take 20-30 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

Username

newuser

Requested Action: Reset Forgotten Password

One-Time Password
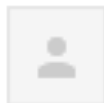
Problems with the OTP?

| Continue | Cancel |

5. Open the message to your Xavier email account, Subject: **New OTP for Password reset**
   Example:

New OTP for password reset Inbox x

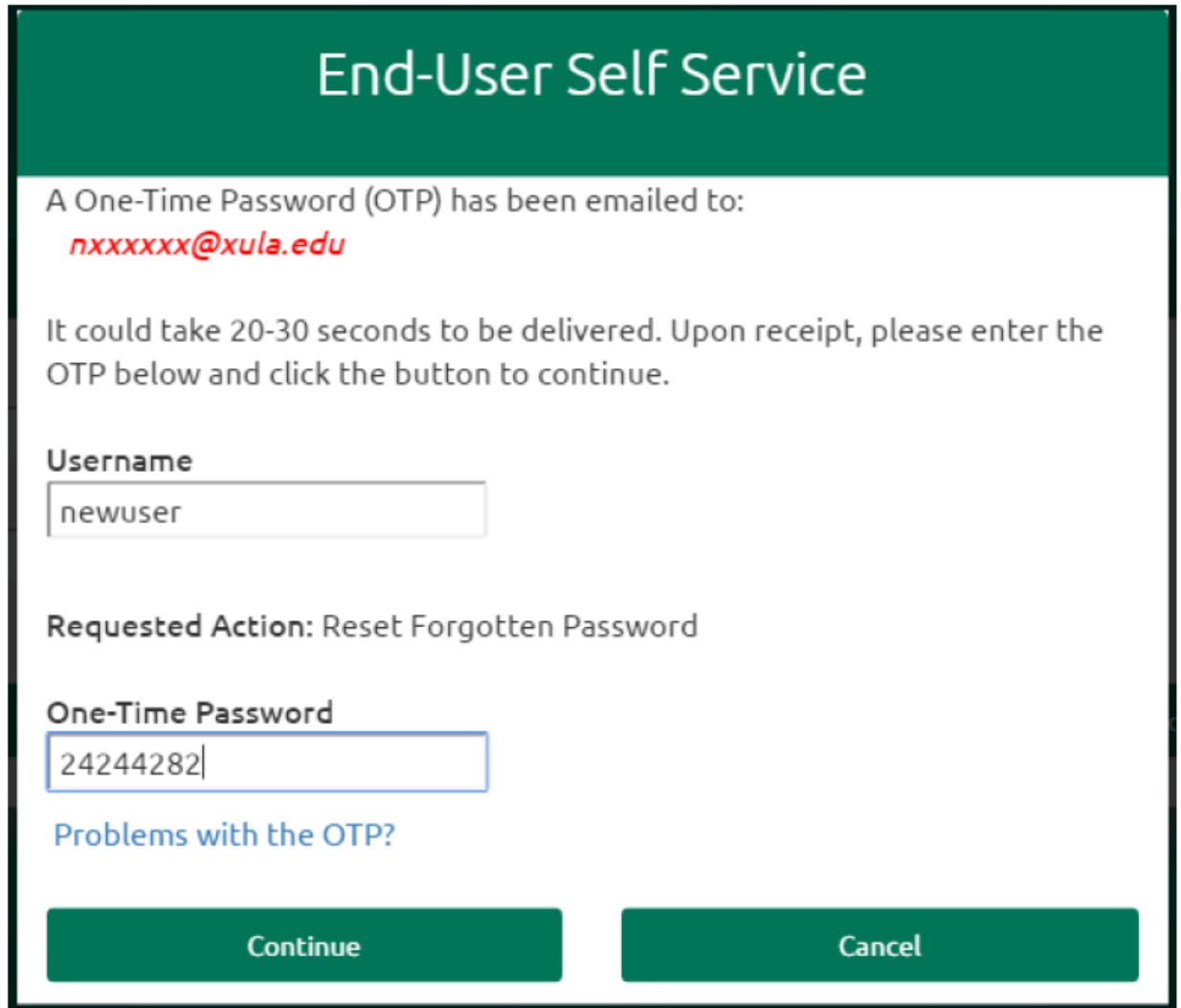**Xavier University of Louisiana** <pguser@xula.edu>

to me ▾

Here is your one-time use passcode: 24244282
Enter this value to continue resetting your forgotten password.
You can delete this message immediately after use.

6. Copy the one-time use passcode and enter it into **One-Time Password** field of the **End User Self Service** window and click **Continue.**
    Example:

End-User Self Service

A One-Time Password (OTP) has been emailed to:
nxxxxxx@xula.edu

It could take 20-30 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

Username

`newuser`

Requested Action: Reset Forgotten Password

One-Time Password

`24244282`

Problems with the OTP?

Continue	Cancel

After entering the One-Time Password you will be taken to the password reset screen.

Note: Your password must have at least 8 characters, with at least 1 capital letter and one number. Your name can't be part of your password, nor can you use a password you used in the past.

7. Enter a **New Password** and confirm it, then click **Continue**
    Example:

End-User Self Service

Please enter your new password in the fields below.

> Identity Verified

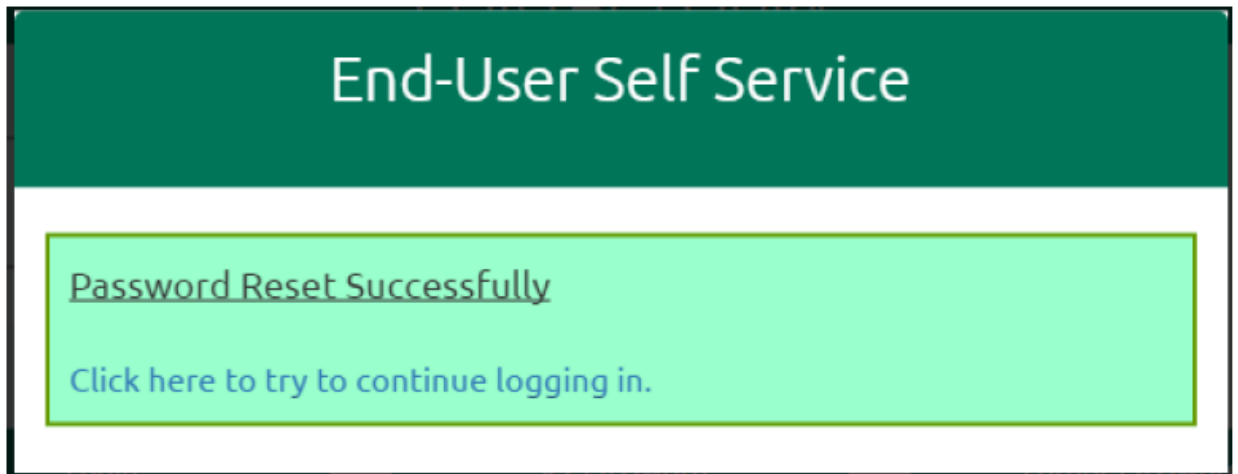**Username**

| newuser |

Requested Action: Reset Forgotten Password

New Password

| •••••••••• |

Confirm New Password

| •••••••••• |

| Continue | Cancel |

8. Successful password reset will present the following window
   Example:

9. Once the password has been reset, you will log into Blackboard with your username and your now changed password
   Example: