Password Reset

Version 7

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When you forget your password and can no longer access your account. You can use Self Service Password Recovery if you previously set it up with a recovery method.

1. Go to MyID – myid.senecapolytechnic.ca
2. Select Reset Password
3. Enter your Seneca email address and the characters in the picture
4. On clicking Next, select your verification option, for this example Email my alternate email is chosen. If you choose to verify by text you will receive a text message with a verification code or if you choose call you will receive a phone call that will require you to press the # key.
5. Enter the verification code sent to your email and click Next
6. On successful verification, the system will prompt you to enter your new password and confirm. Click Finish
7. On successful, entry of a password, the system acknowledges the new password on the screen and also sends an email notification to the email address informing you that your password has been reset.

Reset Password Video



Additional Information

Here are a list of additional resources to assist you with MyID Self Service:

1. Refer to the Frequently Asked Questions.
2. Refer to the IT Acceptable Use Policy.
3. Review the Password Rules

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