# How to Reset your Password for mySWU and Office 365

mySWU Portal Password Reset

Passwords that are changed when resetting the mySWU Portal password include: Cavnas and iSupport.
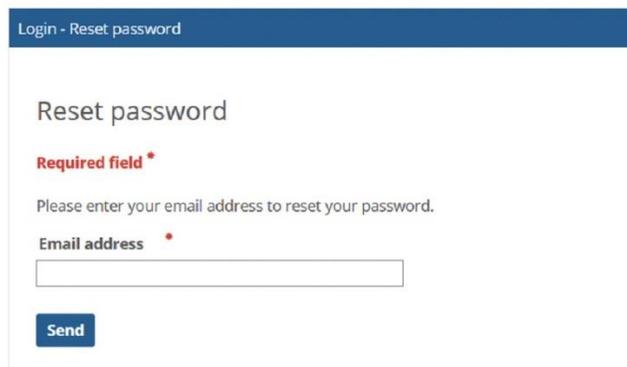
You will need to be able to access your SWU Email address before being able to change your mySWU Password.

1. To reset your mySWU portal password, enter your **Student ID** number in the username box and click the '*I forgot my password'* text below the password entry box.
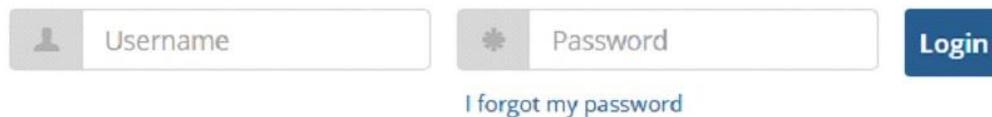
2. You will be redirected to a new page and prompted to enter an email address. Enter your **SWU Email address** in the box provided and then click the **Send** button.

3. A link will be sent to your SWU email which will allow you to reset your password.

The email will be sent from mySWU@swu.edu and has subject of MySWU Password Reset Request.

The password reset link in the email expires 60 minutes from the time the email is sent.

Office 365 Password Reset

Passwords that are changed when resetting your Office 365 password include: Library Resources, PaperCut, SWU-Owned Systems On-Campus, Computer Lab Systems, and the **SWU_Secure WiFi**

1. Click **THIS** link or go to https://passwordreset.microsoftonline.com/ in a web browser or mobile device.

2. Enter your **SWU Email Address** and fill out the **Captcha** information to verify you are not a robot, then click **Next**.

3. You may be prompted to add/use a secondary means of verifying your identity by having a code sent via email, text message, or phone call. Please choose your desired contact method to sign in.

If you have not set up 2-Step Verification or this is your first time accessing your SWU Email please call (864) 644 5050 or email TechSupport@swu.edu

4. Create a new password that follows the guidelines below.

Password Requirements:

The following password requirements must be meet:

Password must be different from the previous 4 passwords that have been used.

Your new password must be between 12 and 16 characters and must contain at least three of these four character types:

Uppercase letter: A-Z

Lowercase letter: a-z

Numeric character: 0-9

Special character: ~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/

Your new password CANNOT contain any of the following items associated with your email account:

Username

First Name

Preferred Name

Last Name

Passwords are case sensitive!