Overview
Your Chatham University account will allow you to access many different Chatham resources such as email, Moodle, the Student Portal, and myChatham.

Before you start accessing and using your account, it is important that you setup password recovery. This will help secure your account more than the temporary password you have at first login.

Instructions
Setting Up Password Reset Tool

1. Go to my.chatham.edu
2. Click the link to Password Self-Service.
3. Sign in with your Chatham username and password.

3. A “Welcome!” pop-up will appear. Click the “Click Here” or you may be taken directly to the screen in step 4 -- **You must complete steps 4-6 before clicking Enroll**
4. Click Verification Code Tab. Enter a verification email – this email should be a non-Chatham email account.
5. Click the Security Questions Tab. Create 2 security questions.

6. Select a question from the dropdown menu and type the answer twice. (Example Questions: What is your mother’s maiden name? Which place would you like to visit often? Who is your childhood hero?)

7. Click Enroll
How to Recover Your Password or Unlock Your Account

1. Go to my.chatham.edu

2. Click the link to Password Self-Service.

3. Select Either Reset Password or Unlock Account
4. Enter your Chatham username and click Continue

5. You will then be presented with the option to either reset your password via email or by answering your security questions.

6. Complete the CAPTCHA and click Continue. Depending on your choice in #5 it will either then email you a new password or take you to answer the security questions.
Frequently Asked Questions

What are the password requirements?
Must be a minimum of 10 characters in length.
Must contain:

- English uppercase characters (A through Z) at least 1
- English lowercase characters (a through z) at least 1
- 1 Digit (0 through 9)
- Non-alphabetic characters (for example, !, $, #, %) at least 1
- Spaces are allowed and encouraged
- No full or partial account names exceeding two consecutive characters will be accepted (e.g. sue.jones can’t use either of the following 2 password: sjones123 or sue123).

When would I use the Password Recovery Service?
Use it to change your password. Here are some examples:

- Change your password when you want to increase your security
- Change your password when you don’t remember your password
- Change your password when you are locked out of your account

What if I have problems with the Password Recovery Service?
There are several instances where you may not be able to fully use the Password Recovery Service. This includes if your security info that you added during “User Registration” has changed. What do you do in this case?

Contact the Chatham University IT Helpdesk at 412-365-1112 or complete an online request at http://services.chatham.edu.