

Dray Password Manager – Reset Your Password



Reset Your Password

If you forgot your password,
you can reset it here

This option is utilized when you have forgotten your current password. Click on the “Reset Your Password” link (see above) and put your HIRAMnet username in the box (see below).

Hiramnet Username
Example: smithjj, NOT smithjj@hiram.edu

Answer the security questions when the box appears (see example below). Remember that these answers **are case sensitive**.

Answer the below question(s)

Que: What was the name of your elementary / primary school ?


Ans:

If you see a box that says “Invalid Answer”, make a second attempt. Make sure your answers are typed correctly (remember, you may have capitalized one or more letters in your answer).

Invalid Answer. Try Again.

Choose where you want your verification code sent to by checking the bubble of the desired option. Make sure you either select your **personal email** (non-hiram.edu) or your **phone number**. If the information in these boxes is incorrect, you will need to update your enrollment information.

You will receive a message that looks similar to the one below if you chose “My E-Mail Id” or a text message if you chose “My Mobile Number”.

 **ChangePassword@hiram.edu**
To: yourname@hiram.edu

Your HIRAMNET verification code is: 22679784.

You have to use this code in the next 5 minutes before it expires.

Type or copy the verification code into the “Verification Code” box to verify your identity (see below).

Please check your email / mobile phone

A verification code has been dispatched to your email / mobile phone, depending on your choice. Please check.

Once you receive the code, enter it in the textbox given below:

Verification Code :

If you see a red box appear after entering your verification code, make sure you are typing the information in correctly.

Enter the valid verification code.

Once you correctly enter your code you will have a chance to create a new password. Passwords must meet the following requirements:

- The password must be between 8 and 14 characters long.
- You must use a mix of uppercase and lowercase chars.
- You have to change your password every 90 days.
- You cannot use any part of your name or username.
- You cannot use the following characters: \$ & ^ @ #
- You cannot use any of the last 5 passwords.
- Use characters from at least three of the following categories:
A, B, C ... Z, a, b, c ... z, 0, 1, 2...9, !, >, %, <
- It cannot contain any part of your name or username.
- Password cannot be a palindrome

New Password :

Confirm New Password :

If your password does not meet the above requirements a box will appear that states, “Password Policy Failed.” Make sure to correct these issues and try again.

Alert Message



Password Policy Failed

- minimum password length should be 8
- should include both upper & lower cases
- should not contain palindrome


OK

Once your password meets all the requirements a message will appear saying that you have successfully reset your password.

The password reset has been done successfully.

You will also receive an email that says you have successfully reset your password. If you receive this email and did not reset your password please contact Dray Helpdesk immediately.

Password Reset Notification



Name . this email confirms that you have successfully reset your Hiramnet password.

If you did not just reset your password, please contact the Dray Computer Center Helpdesk immediately so we can begin an investigation !

Dray Computer Center helpdesk@hiram.edu (330) 569-5313 or extension 5313

You have successfully reset your HIRAMnet password!