



## FORGOT PASSWORD


1. At the Proxy Portal login screen, enter your Username which is the email address associated with your proxy account and click on **Forgot Password**.

A screenshot of the Banner login interface. At the top right is the 'Banner®' logo. Below it, the text reads 'Enter your user name and password, then click Sign In to continue.' There are two input fields: 'Username' and 'Password'. A red arrow points to the 'Username' field. To the right of the 'Password' field is a blue 'Sign In' button. Below the 'Password' field, the text 'Forgot Password' is underlined and circled in red. At the bottom, there is a copyright notice: '© 2013-2022 Ellucian Company L.P. and its affiliates. All rights reserved.' and a disclaimer: 'This software contains confidential and proprietary information of Ellucian or its subsidiaries. Use of this [site/software/app] is limited to Ellucian licensees and is subject to the terms and conditions of one or more written license agreements between Ellucian and such licensees.'

2. A confirmation window will display. Two emails will be sent to your email address. The first email will contain the link to reset your password and the second email will contain a temporary password.

A screenshot of a 'Reset Password' confirmation window. The title bar says 'Reset Password'. The main text reads: 'A web page link has been sent to your e-mail address. Use the link to reset your password.' At the bottom center is a blue 'Close' button. The top right corner of the window has links for 'Sign In' and 'Guest Sign In'.

3. Using the activation link provided in the first email, navigate to the “Enter your Initial Password...” screen and enter the temporary password provided in the second email. Click **Submit**.



**Enter your Initial Password, then click Submit to continue.**

Initial Password

An email you received contained a URL (which you have used to get here), and a separate email contained an initial password. These are used together to verify that you are an intended recipient. You will also use the password for the Initial Password on the following page when establishing your new password.

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4. After you click Submit, a second screen titled “Reset your security password for Proxy Access” will appear. This screen will prompt you through setting up your new password for your proxy account. Enter the **email address** your student designated for your proxy account followed by the **temporary password** that was provided via email. Enter your **new password** in the last two fields. Please use the guidelines below when creating your password. Lastly, click **Submit** to confirm your new password.
- Password Requirements:
    - Minimum 8 characters – the more characters, the better and stronger your password
    - A mixture of both uppercase and lowercase letters
    - Inclusion of at least one number
  - Password *Recommendations*:
    - Inclusion of a special character, e.g., ! @ # ?

**Banner®**

**Reset your security password for Proxy Access.**

Your email address has been verified. The next step is to save your password for proxy access. Enter your new password twice. For higher security, use a combination of uppercase letters, lowercase letters and numbers.

Email Address

Initial Password

New Password

Validate Password

Submit

5. Your password has now been reset and you may now proceed to log in.