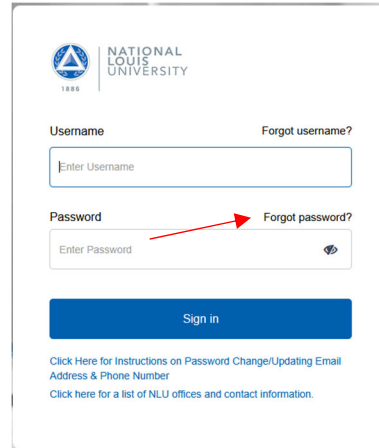


Password Reset

1. **NLU Portal:** Go to my.nl.edu. On the bottom of the sign-in button, click “Forgot Password?”
2. **Username:** Please insert your username and click the “Submit” button to proceed.
3. **Verification Code:** You can choose where you would like a verification code to be sent. Click on the preferred method.
4. **Reset:** Once you have chosen your preferred method, a verification code will be sent to that email. You will need to provide the code and click on “Submit.”
5. **Reach out:** If you encounter any issues, contact helpdesk@nl.edu; we will gladly assist.



The screenshot shows the NLU Portal sign-in page. At the top is the NLU logo and name. Below it are two links: "Forgot username?" and "Forgot password?". The "Forgot password?" link is highlighted with a red arrow. Below these links are two input fields: "Enter Username" and "Enter Password". Below the input fields is a blue "Sign in" button. At the bottom, there are two links: "Click Here for Instructions on Password Change/Updating Email Address & Phone Number" and "Click here for a list of NLU offices and contact information."

Reset your password

To reset your password, enter your NLU username (the part before the @ in your email, e.g., jdoe12 for jdoe12@my.nl.edu). Select where to receive the code (text or email). If your phone number or email is incorrect, contact helpdesk@nl.edu.

Enter Username

username

Continue

To continue, first verify it's you

To verify your identity, please select & complete the required authentication factor(s) until each is marked Verified in green to proceed forward



Send me an Email



Send me a Text Message

Email security verification

Select your email address and a verification code will be sent to authenticate your identity

donameche08



***enisch@*tt.net

Enter OTP sent to your primary email

Enter security code

If you didn't receive the OTP, Re-send after 56 seconds