



Effective September 2015 all ACG systems will be gradually unified under the same username and password. Please follow the methods are described below in order to change your ACG network password.

How to reset your ACG Network password

Method I – Using any computer lab PC

1. **Log in** to any computer lab PC using your ACG network username and password.
2. Press **Control-Alt-Delete**.
3. Click **change password**.
4. Type your **old password** and your **new password** twice.
5. Your password has been changed.

Method II – Using the password reset feature of the Helpdesk system

How it works?

At first enroll for password self service

1. **Logon** to the helpdesk system using your current ACG network username and password by visiting <https://helpdesk.acg.edu>.
2. From the main helpdesk screen, choose **Change your settings** and select two **security questions** and answers.
3. **Exit** from the system.

In case you have forgotten your password

Access Password Self Service from the Windows login screen

If you are locked out of your computer, you can access the Password Self Service Wizard from any PC from the Windows login screen. To access the Password Self Service Wizard from the Windows login screen:

1. From the Windows login screen, press Ctrl + Alt + Delete. This shows you a list of available users. (If a user is already signed into Windows, you may need to click Switch User in order to see a list of available users.).
2. Choose **Unlock/Reset Password**.
3. Click the link **To unlock/reset Password click here**. This opens the Password Self Service Wizard.



Method III – Using a mobile device

To access Password Self Services from your mobile phone (provided you have enabled the self service password reset as explained previously):

1. Open your phone's web browser.
2. Navigate to the URL for ACG Helpdesk (<https://helpdesk.acg.edu>). This opens the helpdesk login screen.
3. Click the Reset Password/Unlock Account link.
4. Select whether to start using the Unlock Account or Reset Password Wizard.

Method IV – From within the Blackboard system (assumes you have enrolled for password self service)

1. Logon to Blackboard
2. From the Tools menu select **Personal Information**.
3. Right click on the second option and open it in a new window.
4. Continue the process as described before.

If you have further questions, please do not hesitate to contact us at helpdesk@acg.edu.