

Resetting your Seneca Password

If you have forgotten or have an expired password or are unable to find your temporary password to reset, please follow the instructions below to reset your Seneca password.

1. Go to myid.senecapolytechnic.ca and click on the 'Reset Password' option, third from the top.

Reset password

When you forget your password and can no longer access your account. You can use Self Service Password Reset if you previously setup Self Service Password Reset methods.

2. Enter your Seneca email in the 'Email or Username' field and enter the characters shown in the photo on your screen.

Seneca

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

Next

Cancel

3. After clicking 'Next' it will ask to send a verification code to your alternate email on file (most often your high school email). Click 'Email'.



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Email my alternate email

You will receive an email containing a verification code at your alternate email address (*****@GMAIL.COM).

Email

4. Check your alternate email and enter the verification code that was sent to you.



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Email my alternate email

☐ Text my mobile phone

☐ Call my mobile phone

We've sent an email message containing a verification code to your inbox.

945777

Next

[Are you having a problem?](#)

5. On successful verification, the system will prompt you to enter your new password and confirm. Make sure your password meets all the criteria. Click Finish.

Your password must meet the following rules:

- Must be between 8 and 16 characters long.
- Must contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphabetic characters (for example, !, \$, #, %)
- May not contain your username: matched case insensitive, matched forwards and backwards.
- May not contain common keyboard sequences (eg. 12345, aaaaa): matched case insensitive, matched forwards and backwards or include words such as Seneca, letmein, qwerty.
- You may not re-use any of your 6 most recent passwords.

Seneca

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel

6. On successful entry of a password, the system acknowledges the new password on the screen and also sends an email notification to the email address informing you that your password has been reset.



7. Return to my.senecapolytechnic.ca and login to Seneca account using your Seneca email and new password.

