Note: This tutorial can be used to reset your password only if you have previously setup the password reset facility. If you do not know your current password and did not setup the password reset facility, you need to contact the IT Help Desk at 573-651-4357 or at helpdesk@semo.edu

Step 1.
Open a web browser and go to the My Southeast Portal at portal.semo.edu

Step 2.
Click on the SE Key Activation/Change My Password link
Step 3.

Click on the **Password Reset Facility** link

![Southeast Key Sign In](image)

**Southeast Key Sign In**

Please Sign In to your SE Key.

SE Key: [Enter SE Key]

Southeast ID: [Enter Southeast ID]

Password: [Enter Password]

Pin: [Enter Pin]

(DDMMYY) of birth

Sign In

**Password Reset Facility**

Forgot your password? To use this facility, you must have previously activated your key, and established your questions and answers. Otherwise, bring a picture ID to the helpdesk.

Step 4.

Type in your **Southeast Key** (baardvark1s), **SE ID**, and **PIN**. Click the **Display Questions** button

![Password Reset Facility](image)
Step 5.
Answer the three questions with the response you previously setup and click on the Check Answers button.

*Note: Answers are not case sensitive*

![Password Reset for jimarks1s](image)

Step 6.
Create and confirm a new password that meets the following password criteria:

- It must be at least 8 characters long
- It must not contain spaces
- It must contain at least one character from the three following groups:
  - Upper case letters A-Z
  - Lower case letters a-z
  - Numeric digits 0-9
  - Special characters ~ `! # $ % ^ * () [] {} \ : ' ; ? , . /
Step 7.
Once you have entered your password into both fields. Click the **Set Password** button.

![Password Reset Form](image)

Step 8.
Verify that the **Password change successful** message is displayed.

![Password Reset Result](image)

If you have any questions or problems, please contact the IT Help Desk at 573-651-4357 or at helpdesk@semo.edu