

Resetting your password

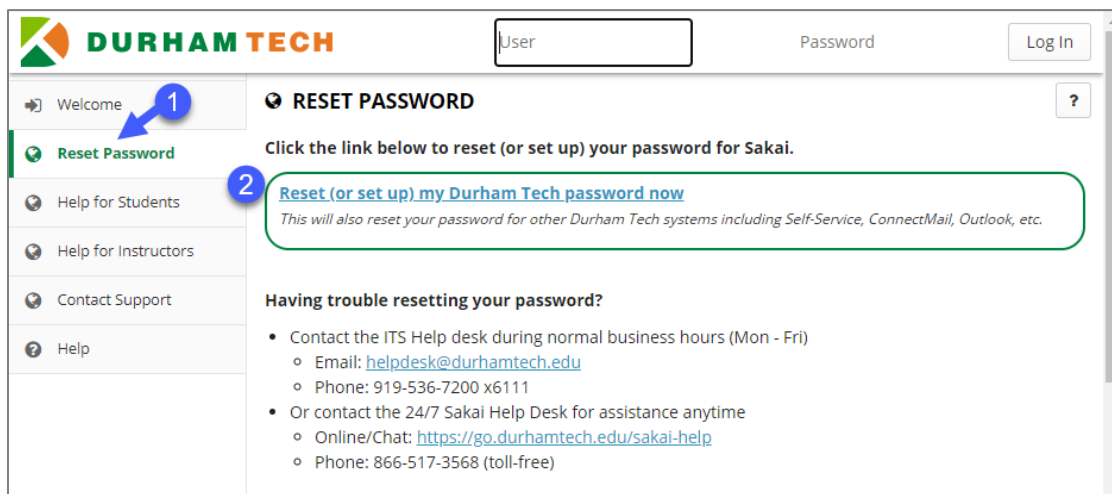
If you are unable to log in to Sakai, the solution is to reset your password.

IMPORTANT:

- Resetting your Sakai password also resets your password for other Durham Tech systems including Self-Service, ConnectMail, Outlook, etc.
- If you mistype your password 5 times in a row when trying to log in, you will be "locked out" of Sakai for approximately 30 minutes. Wait 30 minutes and then retry your login. If it still doesn't work, then try resetting your password.

To reset your password from Sakai:

1. On the [Sakai login page](https://sakai.durhamtech.edu) [https://sakai.durhamtech.edu], click the **Reset Password** button in the menu on the left.



2. A page appears with info about resetting your password. On this page, click the link that says "**Reset (or set up) my Durham Tech password now**". This will take you to the password setup/reset program shared by multiple Durham Tech systems.
3. Follow the on-screen instructions to enter the required information, and click **Next** when done:
 - **Durham Tech User Name**
 - Format: last name + first initial + last 4 digits of your Durham Tech ID number (Example: doej1234)
 - *If your last name is long, your user name contains only the first 15 characters*
 - *User names do not contain spaces, hyphens, or other special characters*
 - **Durham Tech ID Number**
 - A seven-digit number assigned to you by Durham Tech.
 - You can find your Durham Tech ID number on your student or employee ID card.
Don't know your ID number?
Contact the [ConnectCenter](https://go.durhamtech.edu/connectcenter) [https://go.durhamtech.edu/connectcenter] at info@durhamtech.edu or 919-536-7200 and select "0" (zero)

4. Enter the personal data requested, then click **Next**:
 - **Last 4 digits of SSN** (Some students may not see this field displayed)
 - **Birth date** (MM-DD-YYYY)
 - **Address zip code** (your 5-digit home zip code as listed in Durham Tech's records)
 - **Security Question**
 - If you set up your password previously, you will see the Security Question you selected back then. Enter the answer to the question.
5. On the final screen, enter a **new password** and then type it again to **confirm**. (You can also update your Security Question or answer, if needed.)
 - Passwords must be at least 8 characters and contain a mix of upper and lower case letters, and have at least one number.
 - If you are setting up your Durham Tech password for the first time, you will see prompts to select a Security Question and to enter an answer.
6. Click **Finished** to save your new password.
7. To return to Sakai, click on the **Sakai** button and log in with your user id and new password.

ERROR MESSAGES / GETTING HELP

- If you receive an error message when resetting your password, you can click "Start Over" and try resetting your password again.
- Make note of the specific error code (for example – 503Z).
- Contact **Durham Tech's ITS Help Desk** for assistance and tell them the error code you received.
 - helpdesk@durhamtech.edu
 - 919-536-7200 x6111