Password Reset

How to _Unlock_ your Active Directory Account

These Instructions assume that you already registered to use the Password Reset system.

Summary

Step One: Using Internet Explorer go to the webpage: **https://myabbey.bac.edu.** Click on the **"Forgot Password"** link. (Do not log into Self Service.)

Step Two: Click on the **Unlock Account** on the left hand side of the webpage. Do not us the Sign In form in the center of the webpage.

Step Three: Enter your username and the captcha (green text). (Note: Students your username is the part before @abbey.bac.edu in your email address). Then click the "**Continue**" button.

Step Four: Answer the two security questions and the captcha. Then click the "**Continue**" button. (Note: Users who have configure Password Reset to use Google Authenticator may choose that option instead of answering security questions)

Step Five: Enter the captcha then click on the "**Unlock Account**" button.

Step Six: Once you have successfully unlocked you account, logout of the website and close the browser window. **(If you are logged into a Campus computer logoff)**

Step Seven: Update your password on all of the devices on which it is stored. Accounts are locked when your password is entered incorrectly too many times within a certain time period. If you had recently changed your password, make sure to log out of any computers still using your old password. Also update your new password on any home computers or mobile devices you have configured to check your Campus email.