PASSWORD MANAGER

SOUTH CAROLINA STATE UNIVERSITY’S (SCSU) PASSWORD MANAGEMENT SOLUTION
WHAT IS PASSWORD MANAGER?

The Password Manager tool will allow users to change or recover their password to access SCSU network systems, including Bulldog Connection, Blackboard, SCSU Email, and campus computers.

This tool enables users to set-up their personalized account to assist with future password recovery or resets. Follow the instructions to register your account; registration will only be required once by each user.
ACCOUNT SET-UP

Go to apps.scsu.edu.

On the portal login screen, enter your SCSU “Username” and “Password,” click “Login.”
First-time users will be redirected to the Password Manager login screen. Here you will **re-enter your password.**
**If you are not prompted to re-enter your password or if you are NOT a first time user, click on your “Username” in the top right corner and click “My Account.”**

Re-enter your **Password** and click “**Sign in.**”
From the “My Account” page, under “Account Recovery Settings” click “Get Started.”
You will be presented with three options:

- **Security Questions**
- **Email Recovery**
- **Phone Recovery**
Security Questions:

Allow you to provide personal answers that can be used to verify your identity in case you forget your password. The answers should be both easy to remember and difficult to guess.

Please set up **ALL** three of your security questions and answers. You can select a question from the dropdown, there are plenty to choose from.

After setting up all three security questions click "Submit."
Email Recovery:
You can recover your password using your verified secondary email address (i.e. gmail, yahoo, icloud). **Please note, your verified Secondary Email address cannot be your SCSU Email address. Your SCSU email address (.edu) is your Primary email address.**
Enter a valid secondary email address and click “Verify.” You will receive a verification email with a code that you will need to complete the process. Enter the code and click “Submit.”
Phone Recovery:

You can recover your password using your verified mobile phone number which can receive texts. Use numbers only (no country code, no special characters, and no spaces).

Enter your **Phone Number**, select **Carrier** (i.e., Verizon, Sprint, AT&T) and click “**Verify**.”

You will receive a verification text with a code that you will need to complete the process.

Enter the code and click “**Submit**.”
After completing all steps, click “My Applications.”

You will be asked to “ensure that your changes are saved.” Click “Yes.”
CONGRATULATIONS!

You are now done setting up your password recovery options!
FOR ASSISTANCE

You may contact the IT Office via helpme@scsu.edu for assistance.