

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.

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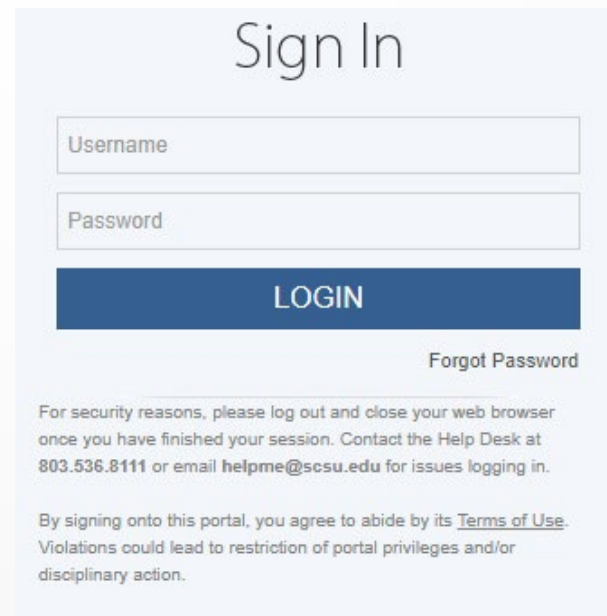
**This tool enables users to set-up their personalized account to assist with future password recovery or resets. Follow the instructions to register your account; registration will only be required once by each user.**

# ACCOUNT SET-UP

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Go to [apps.scsu.edu](https://apps.scsu.edu).

On the portal login screen, enter your SCSU  
**“Username”** and **“Password,”** click **“Login.”**



Sign In

Username

Password

LOGIN

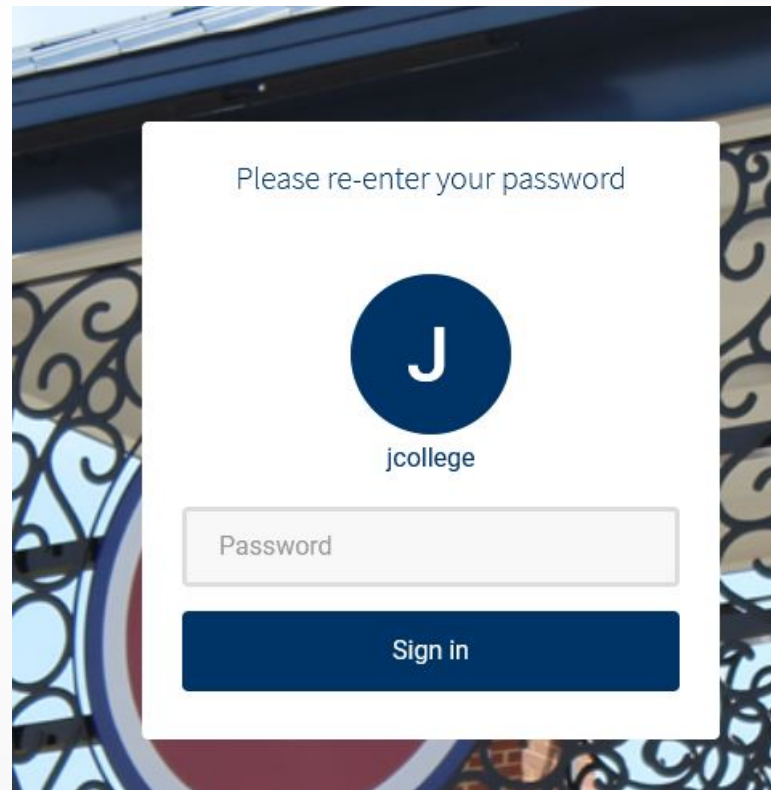
[Forgot Password](#)

For security reasons, please log out and close your web browser once you have finished your session. Contact the Help Desk at 803.536.8111 or email [helpme@scsu.edu](mailto:helpme@scsu.edu) for issues logging in.

By signing onto this portal, you agree to abide by its [Terms of Use](#). Violations could lead to restriction of portal privileges and/or disciplinary action.

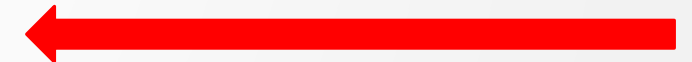


First-time users will be redirected to the  
Password Manager login screen.  
Here you will **re-enter your password**.



***\*\*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.”

## Account Security

[← Back to My Apps](#)

Welcome! One stop shop to secure, protect and control your account.  
My account gives you quick access to tools and settings important information and data.

### Account Recovery Settings

Control your password and account access.

[Get Started](#)

### Change Password

Secure your account by changing password

[Change Now](#)

You will be presented with **three options**:

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


## Account Recovery Settings

[← Back to Account Security](#)

### Account Recovery Settings

**Security Questions** Allows 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.

**Email Recovery** You can recover your password using your verified email address. Please note, your verified Secondary Email address cannot be your SC State University Email address.

 Security Questions

 Email Recovery

 Phone Recovery

[Back to Account Security](#)

[My Applications](#)

# 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.**"



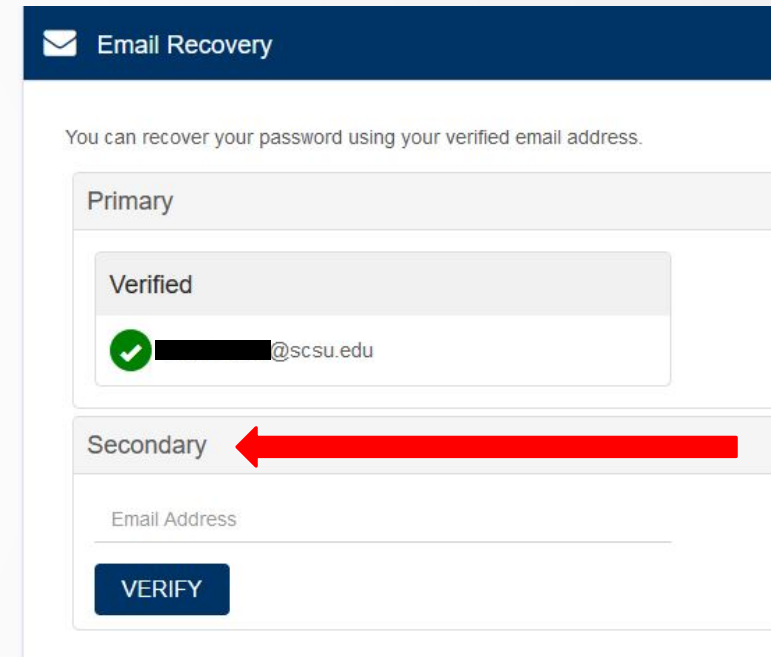
The screenshot shows a web interface for setting up security questions. A red arrow points to the top blue header bar which contains a user icon and the text "Security Questions". Below the header, the page instructs the user to "Set up your security questions and answers to recover your password." and provides a link for "TIPS FOR CHOOSING A GOOD SECURITY QUESTION". There are three question-and-answer pairs visible. The first question is "What is the name of your favorite childhood friend?" with a dropdown arrow and an answer field containing ".....". The second question is "What is your mother's date of birth? (mm/dd)" with a dropdown arrow and an answer field containing "....". The third question is "Which is your favorite movie?" with a dropdown arrow and an answer field containing ".....". At the bottom of the form is a blue "SUBMIT" button.



# 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.**”



The screenshot shows the 'Email Recovery' interface. At the top, there is a blue header with a white envelope icon and the text 'Email Recovery'. Below the header, a message reads: 'You can recover your password using your verified email address.' The interface is divided into two sections: 'Primary' and 'Secondary'. The 'Primary' section shows a 'Verified' status with a green checkmark and a redacted email address ending in '@scsu.edu'. The 'Secondary' section has a red arrow pointing to it, indicating it is the focus for recovery. Below the 'Secondary' section is an 'Email Address' input field and a blue 'VERIFY' button.

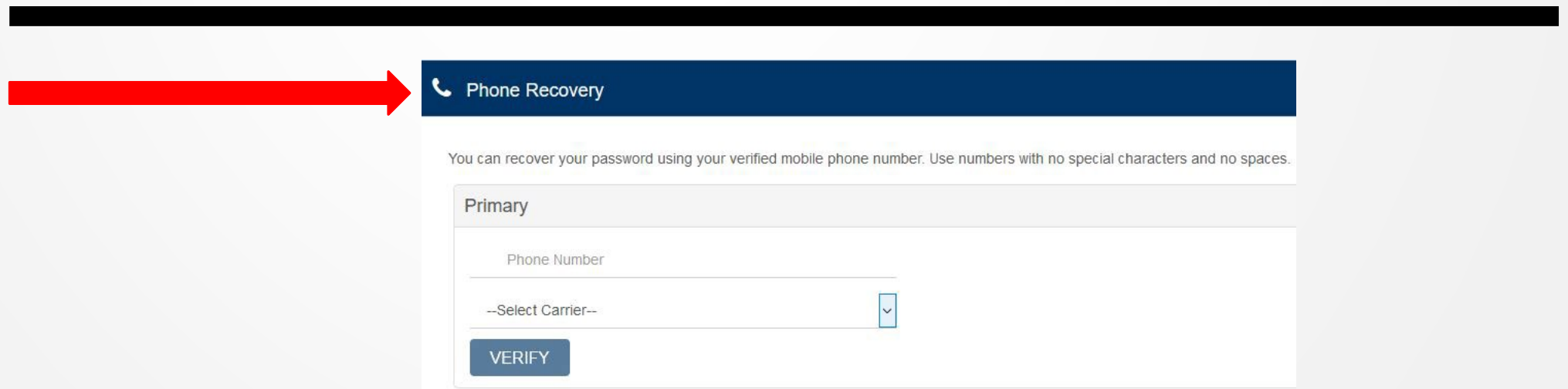
# Phone Recovery:

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.**”



The screenshot shows a web form titled "Phone Recovery" with a blue header. Below the header, there is a line of instructional text: "You can recover your password using your verified mobile phone number. Use numbers with no special characters and no spaces." The form contains a "Primary" section with two input fields: "Phone Number" and "--Select Carrier--" (a dropdown menu). A blue "VERIFY" button is located below the "Phone Number" field. A red arrow points from the left side of the page to the "Phone Number" input field.

After completing all steps,  
click **“My Applications.”**

Back to Account Security

My Applications



You will be asked to **“ensure that your  
changes are saved.”**

Click **“Yes.”**

Are you sure?

Please ensure that your changes are saved. Click yes to continue.

Yes

No



# CONGRATULATIONS!

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You are now done setting up your password recovery options!



# FOR ASSISTANCE

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You may contact the IT Office via [helpme@scsu.edu](mailto:helpme@scsu.edu) for assistance.