

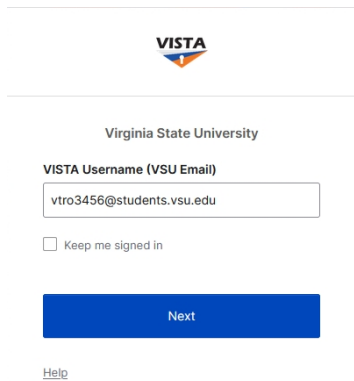


VISTA How-to

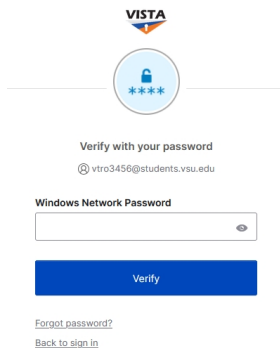
Reset my password

If you have previously enrolled with an MFA you be able to reset your own password.

1. Go to the VISTA portal (<https://login.vsu.edu>).

A screenshot of the VISTA login page. At the top is the VISTA logo. Below it is the text "Virginia State University". The main heading is "VISTA Username (VSU Email)". There is a text input field containing "vtro3456@students.vsu.edu". Below the input field is a checkbox labeled "Keep me signed in" which is unchecked. A blue button labeled "Next" is positioned below the checkbox. At the bottom left, there is a small link labeled "Help".

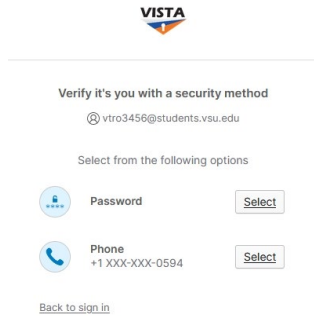
2. Click on "Forgot password."

A screenshot of the VISTA password verification page. At the top is the VISTA logo. Below it is a circular icon containing a padlock and the text "*****". The main heading is "Verify with your password". Below this is the email address "vtro3456@students.vsu.edu". The main heading is "Windows Network Password". There is a text input field for the password. A blue button labeled "Verify" is positioned below the input field. At the bottom left, there are two small links: "Forgot password?" and "Back to sign in".

3. Follow the instructions to verify your account with a security method.



VISTA How-to



VISTA

Verify it's you with a security method

vtro3456@students.vsu.edu

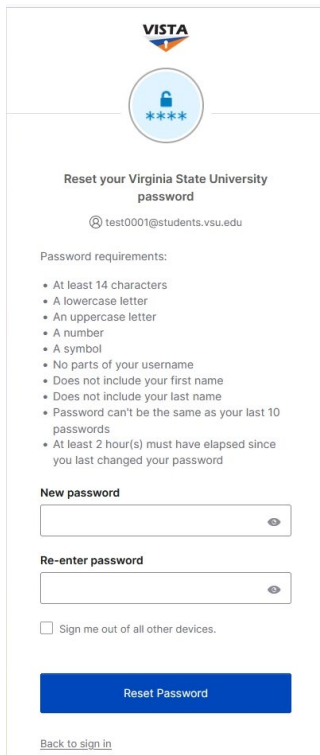
Select from the following options

Password

Phone +1 XXX-XXX-0594

[Back to sign in](#)

4. Set your new password making sure it meets the requirements displayed and then click "Reset Password."



VISTA

Reset your Virginia State University password

test0001@students.vsu.edu

Password requirements:

- At least 14 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Password can't be the same as your last 10 passwords
- At least 2 hour(s) must have elapsed since you last changed your password

New password

Re-enter password

Sign me out of all other devices.

[Back to sign in](#)

IMPORTANT: A best security practice is to check "Sign out of all devices," especially if you believe your account may be compromised.

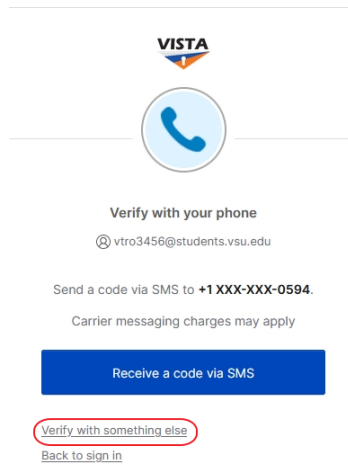


VISTA How-to

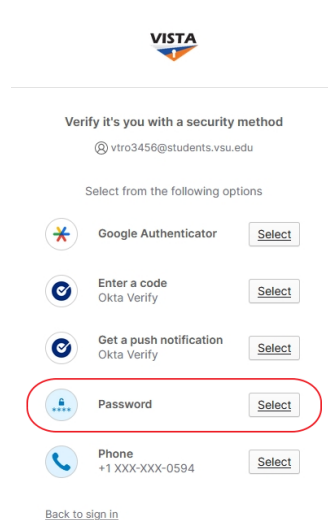
What if I do not see the "Forgot password." Prompt?

If you have another factor set as your primary factor, you may not see the "Forgot Password" link.

1. From your MFA screen, click "Verify with something else"



2. Select "Password" from the "Verify with a security method" screen



3. Follow the instructions above.