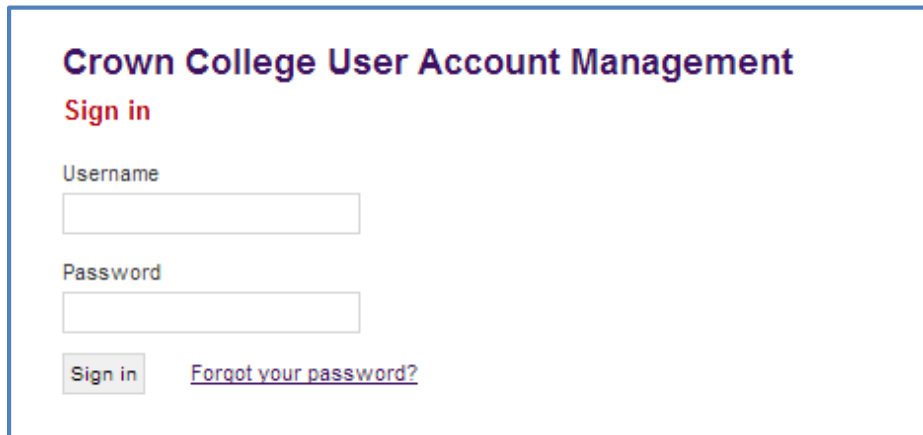# Changing or Resetting Your Crown Password

If you know your password and would like to change it, follow the steps below:

Step #1-Web Address
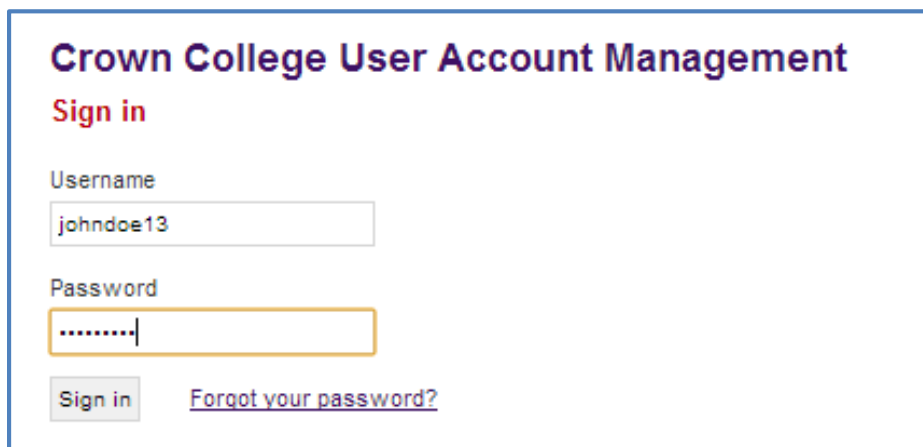
Go to the web address "password.crown.edu" Once there, you should see the following form:

Step #2-Signing In

Enter your username and password and click on '**Sign In**'.

(If you try to log in and the password is not working, follow the Reset a Forgotten Password instructions later in this document.)

Step #3-Updating Information

Once you are able to log in, you should see the Account Details screen. Click on the link "Update this information" to update your password.

Account Details

Full Name	
Username	
Password	*******
Pwd Expiration	325 days (2013-12-26)
External Email	@gmail.com
Student ID	12
Prox ID	1

Update this information

Step #4-Changing Password

You will be directed to a new page. Enter your current password and a new password. Check the boxes agreeing with the referenced terms and click on the "Submit" button. The password and information is now changed. You will receive a message which announces your password has been successfully changed.

NOTE: You may also updated your external email address here. Please type your new address correctly as it is needed in the future in case of forgotten passwords.

(NOTE: There needs to be an external email set)
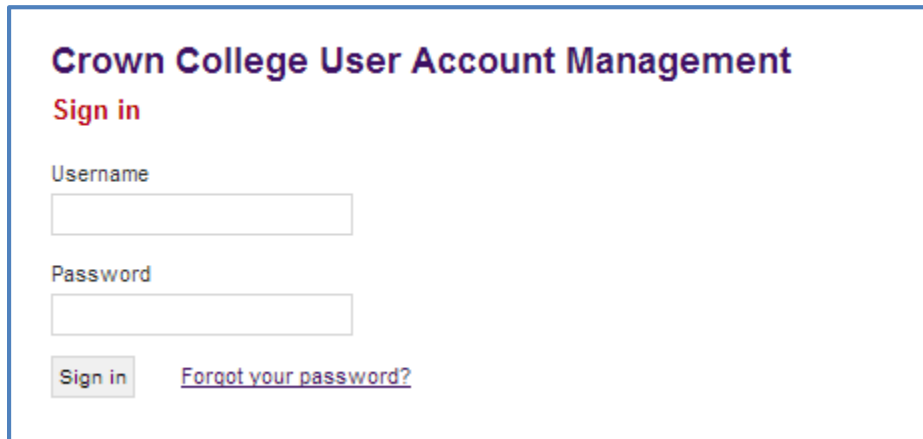
(If you change your password and continue to have login problems, please contact the help desk at 952-446-4357.)

Reset a Forgotten Password

If you forgot your password and need to reset it, complete the following steps:

Step #1-Web Address

Go to the web address "password.crown.edu".

Crown College User Account Management

Sign in

Username

Password

Sign in   Forgot your password?

Find and click the "Forgot your password?" link.

Step #2-Fill in the Blanks

On the Account Management page, fill in your Crown username and external (non-Crown) email address.

IMPORTANT: This is the email address you provided to Crown College as part of your enrollment or registration process.

Crown College User Account Management

Forgot your password?

Please enter your username and the external email address associated with your account (not your crown.edu email address). Instructions for resetting your password will be emailed to this external email account.

Username

johndoe13

External Email

johndoe@gmail.com

Send me password reset instructions

Click on the 'Send me password reset instructions' button.

Step #3-Receive the Password Reset Email

You will receive the reset message. Next, in your external email will be the reset instructions. Click on the link in the email and you will be able to reset your password.

Crown College User Account Management

You will receive an email with instructions about how to reset your password in a few minutes. If you are on campus, note that most email services are accessible without logging in through the "Internet Access Authentication" page. If your email service is blocked, please email helpdesk@crown.edu to request that it be added to the whitelist.

(The password reset link expires after 12 hours. Please follow link before time period is over.)

(Still having trouble with your username or password? Call the Helpdesk 952-446-4357)