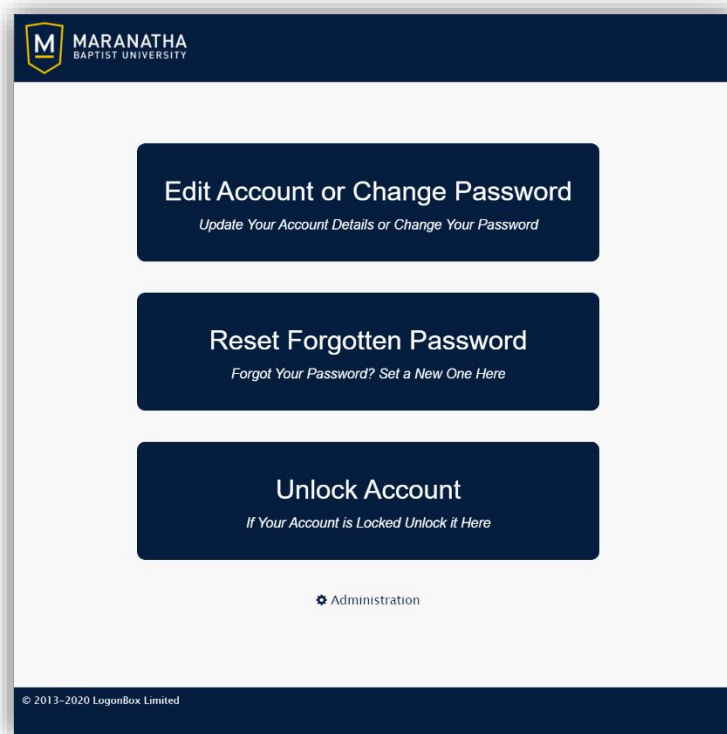


# Changing or Resetting Your Password

For current Maranatha students, faculty, and staff

## Getting Started

Start by navigating to <https://passwordreset.mbu.edu>. You will be presented with three options. The rest of this document explains how to use these options.

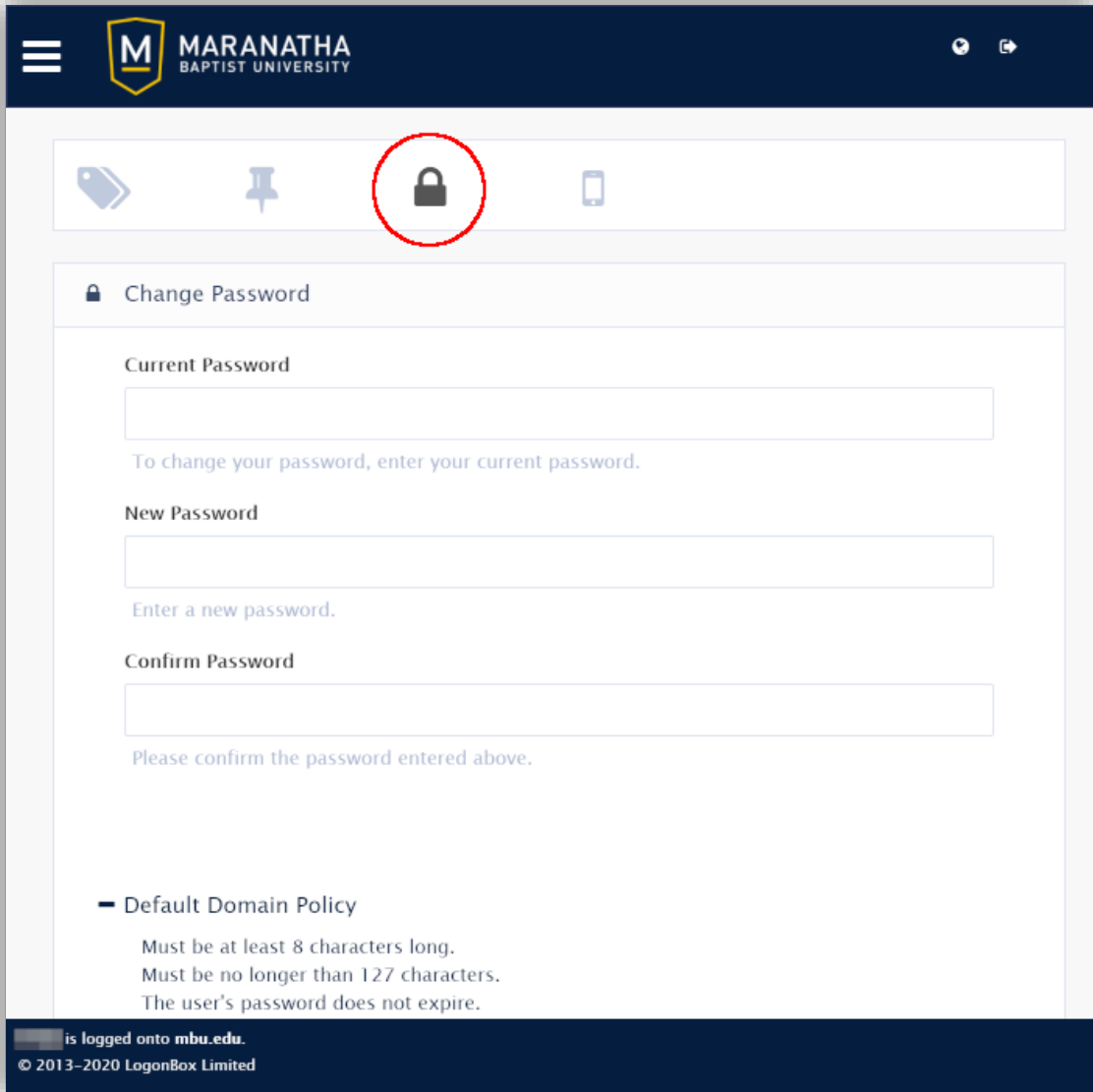


## Edit Account or Change Password

If you know your current password, you can change it to something else using this option.

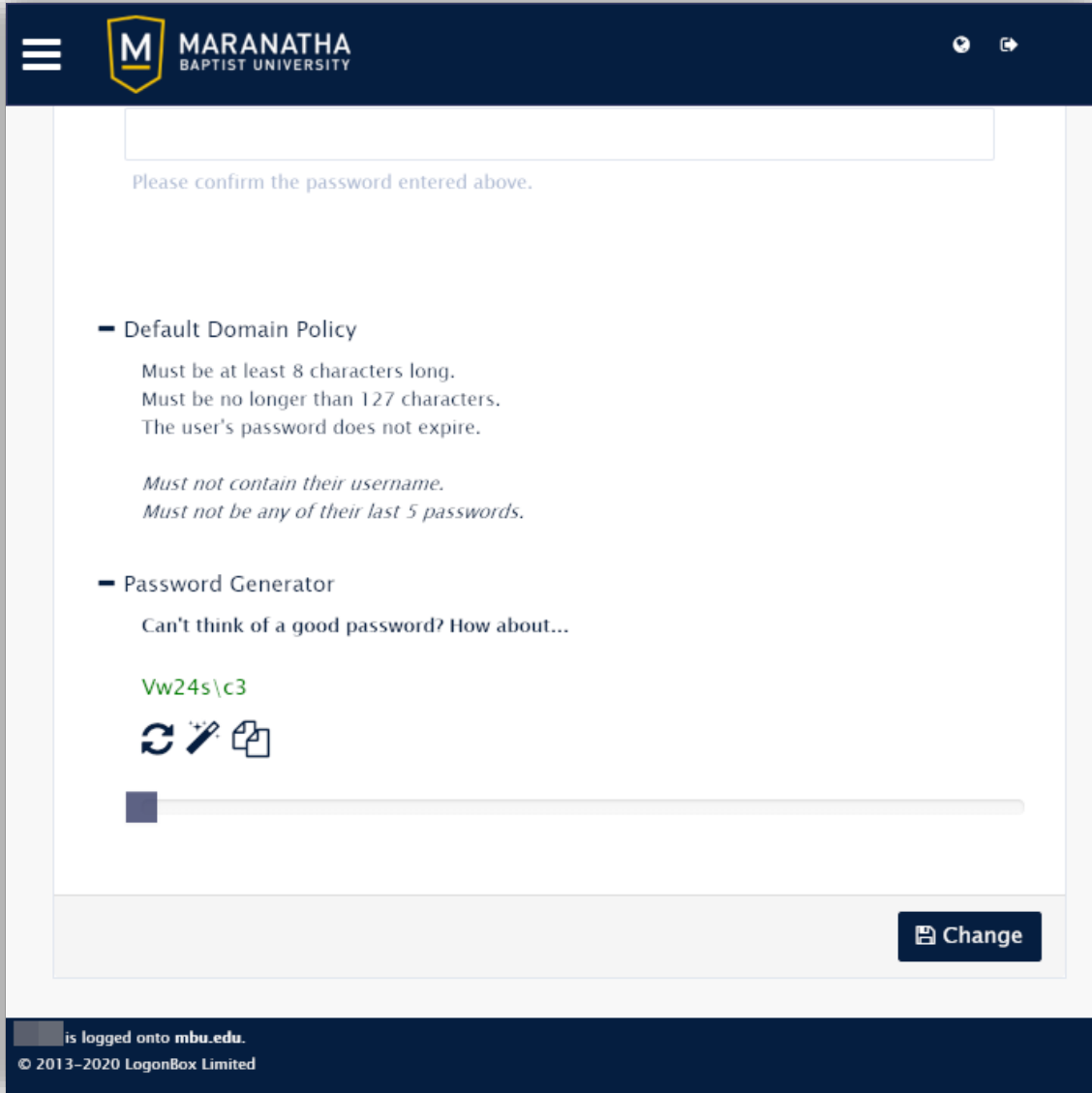
1. Navigate to <https://passwordreset.mbu.edu>.
2. Select **Edit Account or Change Password** and log in with your Maranatha credentials.

3. Choose the **Change Password** tab (lock icon).



The screenshot shows the Maranatha Baptist University login page. At the top, there is a dark blue header with the university logo and name on the left, and navigation icons on the right. Below the header is a horizontal menu with four icons: a tag, a pushpin, a lock (circled in red), and a smartphone. The 'Change Password' tab is selected, indicated by a lock icon and the text 'Change Password'. Below this, there are three input fields: 'Current Password', 'New Password', and 'Confirm Password'. Each field has a corresponding instruction: 'To change your password, enter your current password.', 'Enter a new password.', and 'Please confirm the password entered above.' At the bottom, there is a section titled 'Default Domain Policy' with three bullet points: 'Must be at least 8 characters long.', 'Must be no longer than 127 characters.', and 'The user's password does not expire.' The footer of the page shows a user is logged onto mbu.edu and copyright information for LogonBox Limited.

4. Enter your current password once and your new password twice, then click **Change**. The “Default Domain Policy” section lists the requirements your new password must meet.



Please confirm the password entered above.

— Default Domain Policy

- Must be at least 8 characters long.
- Must be no longer than 127 characters.
- The user's password does not expire.

*Must not contain their username.*  
*Must not be any of their last 5 passwords.*

— Password Generator

Can't think of a good password? How about...

Vw24s\c3

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■

**Change**

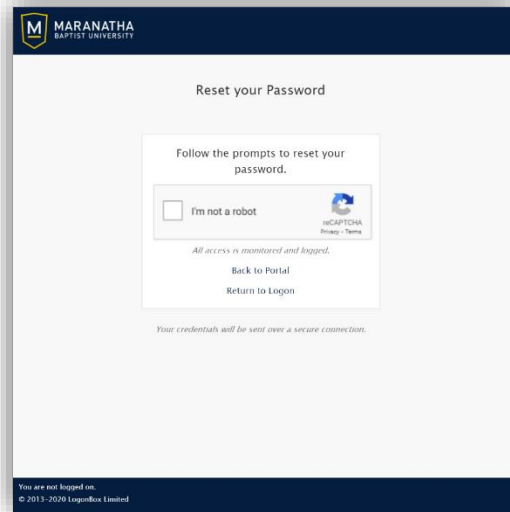
is logged onto [mbu.edu](https://mbu.edu).  
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## Reset Forgotten Password

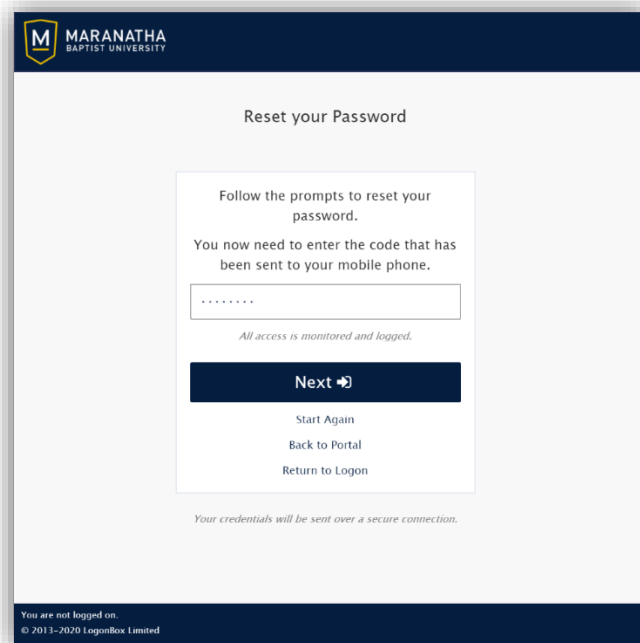
If you do not know your current password, you can reset it using this option. NOTE: This option works only if you have a mobile phone number on record with Maranatha.

1. Navigate to <https://passwordreset.mbu.edu> and choose the **Reset Forgotten Password** option.

2. Prove that you are a human by following the on-screen instructions. Depending on your computer and web browser, you may have to complete multiple steps.



3. Enter your username (for example: firstname.lastname or lastname) and click **Next**.
4. Enter your Maranatha ID number as your PIN and click **Next**.
5. You will receive a One Time Password via text message to the mobile number in your profile.
6. Enter the One Time Password in the next window and click **Next**.

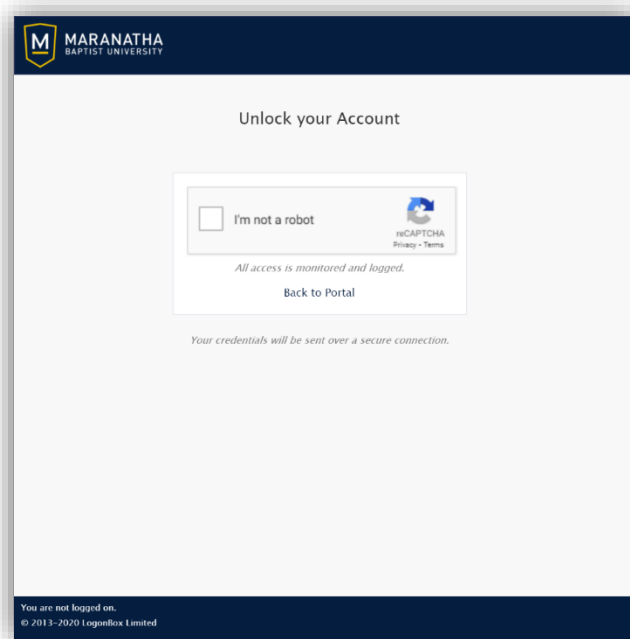


7. Enter a new password (twice) for your Maranatha account and click **Reset Password**. The “Default Domain Policy” section lists the requirements your new password must meet.
8. If the process was successful, you should see a message saying “Your password has been reset.”
9. Click **Continue** to finish.

## Unlock Account

If you think you know your current password but you are still unable to log in, it is possible that your account has been locked because of too many failed login attempts. Use this option to unlock your account.

1. Navigate to <https://passwordreset.mbu.edu> and choose the **Unlock Account** option.
2. Prove that you are a human by following the on-screen instructions. Depending on your computer and web browser, you may have to complete multiple steps.



3. Enter your username (for example: firstname.lastname or flastname) and click **Next**.
4. Enter your Maranatha ID number as your PIN and click **Next**.
5. The system will go through several steps indicating whether or not the account was locked and what, if any, actions were performed.
6. Click **Continue** to finish.

NOTE: If your account gets locked repeatedly, please check your devices for saved passwords that may be incorrect or outdated. Contact the IT Department ([support@mbu.edu](mailto:support@mbu.edu) / 920-206-2322) if problems persist.