Forgot Password Instructions

- Please go to the site: http://my.ju.edu
- Click Forgot Password

Please Note: If the forgot password link isn’t there or doesn’t work, you can access the forgot password page by going to the following link:

https://my.ju.edu/Pages/iforgot.aspx

- On the next page, please enter in your Student ID number (7 digit number starting with a zero) and the your last name.

- Once you click the NEXT button, the site will ask you for your Birthday and Social Security Number.
Forgot Password Instructions

- If they do not have a social security number in the system, then the ADDRESS will be confirmed.
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- Error screens that may come up. For example the wrong birthdate, social or the passwords did not match. Also if they do not type in a password that is strong enough.

MyJU > Forgot Password

The Birthdate or Social Security Number you entered did not match with what we have in the system. Please click back and try again.

Back
The passwords you typed in did not match. Please click the back button and try again.

The password that was entered did not meet the complexity requirements. Your password must be at least 8 characters long, contain an uppercase, lowercase and number/symbol.

Please try again.

Technical error message, for IT use only: Exception has been thrown by the target of an invocation.

- The successful reset will show the following. The username and message.
The password for user SMITH was successfully reset, you can now login to MYJU and access all the online resources on campus.