NETID Password Management

Competencies
This document provides instructions on how to:

✓ Lookup your Account
  o Allows users to lookup their username, default password, Brookdale email address,
    Library 14 digit number, and ID number.

✓ Change your password
  o Allows users to change their password if they know their current password.

✓ Reset your Password
  o Allows users to change/reset their password when they do not know their current password.

What’s a MyBrookdale NETID?
MyBrookdale NETID is a user name and password you can use for everything you do online with Brookdale.

You can access and manage your MyBrookdale NETID password from:
  1. Click the MyBrookdale link from the top navigation of the Brookdale web site.
  2. Select the NetID icon from the dropdown menu.

Look up your account information
  1. Select the link “Lookup your account”.
  2. Enter your last name and social security number or 7 digit Student/Employee Brookdale ID.
  3. Click “Next”.

If your LAST NAME and SOCIAL SECURITY NUMBER or BROOKDALE ID are found in the Colleague System, then the following information is displayed; User name, Default password, Brookdale Email address and Brookdale ID.

NOTE: If you have changed or reset your default password at any time, the password displayed is no longer valid.
Dec. 9, 14
Change Password—You must know your current password in order to change it.

1. Select the link “Change your password”.
2. Enter your user name, current password and new password in the appropriate fields.
3. Click “Next”.

Password Requirements:
- Must be at least 8 characters in length
- Cannot contain any part of your name
- Cannot be a password used in the past
- Must meet 3 of the 4 following criteria:
  - UPPERCASE LETTERS
  - Numbers
  - Lowercase letters
  - Special Characters ( !@#$%^ & * )
If the password is successfully changed, then the following message is displayed and an email confirmation will be sent to your Brookdale Email account.

**NOTE: IT MAY TAKE UP TO 15 MINUTES FOR THE PASSWORD CHANGE TO TAKE EFFECT.**

Click the Go to MyBrookdale link to access Brookdale applications such as Email, Canvas, WebAdvisor, AdvisorTrac, etc.

**NOTE:** If you don’t see the screen confirmation or receive an error message, please confirm the following:

1. That you entered data in all the fields.
2. Confirm your user name or password.
4. Your new password meets the password requirements:
   - Must contain at LEAST 8 characters.
   - **CANNOT** contain any part of your name.
   - **CANNOT** be a password you used in the past.
   - MUST meet 3 of the 4 following criteria:
     - UPPERCASE LETTERS
     - Numbers
     - Lowercase letters
     - Special Characters (! @ # $ % ^ & )
Reset your password - You do not know your current password so you must authenticate by first entering your User Name.

1. Select the link “Reset your password”
2. Enter username and click Next

3. Enter last name and social security or 7 digit Student/Employee Brookdale ID Next

4. If your USER NAME, LAST NAME and SOCIAL SECURITY NUMBER or BROOKDALE ID is found, then you are able to enter a new password as shown below.

5. If the password is successfully reset, you will see a confirmation screen and an email confirmation will be sent to your Brookdale Email account.

NOTE: IT MAY TAKE UP TO 15 MINUTES FOR THE PASSWORD CHANGE TO TAKE EFFECT.

NOTE: If you don’t see the screen confirmation or receive an error message, please confirm the following:
1. That you entered data in all the fields.

2. Confirm your user name or password.


4. Your new password meets the password requirements:
   - Must be at LEAST 8 characters in length
   - **CANNOT** contain any part of your name
   - **CANNOT** be a password you used in the past
   - MUST meet 3 of the 4 following criteria:
     - UPPERCASE LETTERS
     - Lowercase letters
     - Numbers
     - Special Characters (! @ # $ % ^ & )

Click the **Go to MyBrookdale** link to access Brookdale applications such as Email, Canvas, WebAdvisor, AdvisorTrac, etc.

**For additional support contact the OIT Help Desk**
- Call Help Desk extension at **2829** on campus or dial **732-224-2829**
- Email Help Desk at helpdesk@brookdalecc.edu