

# Centrify Password Recovery Set Up

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Centrify is the portal from which you can access your Student Email and Populi. With Centrify, you have the option of setting up password recovery features to reset your password from any computer connected to the Internet. To do this, you must first log in to the Centrify portal and set up password recovery options.

Follow these steps to set up your customized password recovery features:

1) [Log into the Centrify Portal using your Populi credentials. This portal can be reached at: http://dashboard.tbc.edu](http://dashboard.tbc.edu)

2) You will be presented with this screen upon successful login. Select "Account"

3) This takes you to this screen. To set up your security question select the "Security Question" option on the right.

**NOTE: You may be presented with this message if it is the first time you have logged into the Centrify portal:**

Clicking that link or the one above will yield the same results. A dialog box will populate as such:

This configures the security question. Please note the answer is case sensitive ("Answer" is not the same as "answer").

You also have the option of having the Centrify portal send you a text message during password reset. To configure this:

1) Select "Personal Profile" and fill out the "Mobile Number" field.

**NOTE: It is also advised that you change your email address from your student email address to an alternate address. This will allow you to reset your password using your alternate email address.**

After completing these steps you should be able to reset your Populi and student email password from any computer connected to the Internet using the Centrify login portal.

**If you experience difficulties with the above steps, contact the College Academic Office at (904) 596-2457 Mon-Fri 8am-4pm -OR- the IT Help Desk at (904) 596-2515 Mon-Fri 8am-5pm.**

