

Remote Password Reset Instructions

- 1 Visit web address: **account.potsdam.edu**
- 2 Click on “I Forgot My Username”
- 3 Click on “this link” (this PDF leads to the Password Reset Form)
- 4 Complete the form:
 - a) Please type the information on the form to ensure legibility
 - b) Complete all requested information, including non-SUNY Potsdam email address and DOB
 - c) Password must be 8 characters.
 1. Use only upper case letters
 - d) Print the form
 - e) Sign and date the form
- 5 Attach a copy of your photo ID
- 6 Mail or Fax to the address/fax number at the bottom of the form
 - a. If you have the capability to scan your signature and ID, you may email the form to Sharon Thompson at **thompssl@potsdam.edu**
- 7 An email with further instructions to set your permanent password will be sent back to the non-SUNY email address you entered on the form.
- 8 Once the permanent password is set, you will have access to your Potsdam Account/Records
 - a. Use BearPAWS to access this information
 - b. BearPAWS is located at **http://bearpaws.potsdam.edu**

If you require further assistance, please email Sharon Thompson at **thompssl@potsdam.edu** or call 315-267-4803.