

## Remote Password Reset Instructions

1. Go to **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) Complete all requested information, including non-SUNY Potsdam email address and Date of birth.
  - b) The temporary password must be 8 characters. **All capital letters and no numbers or special characters.**
  - c) Print the form
  - d) Sign and date the form
5. Attach a copy of your photo ID
6. Mail, email, or fax the request form to contact information listed below
7. An email with your username and further instructions to set your permanent password and security questions will be sent to the non-SUNY email address provided on the form. **Please do not attempt to log into your email or BearPaws account until you have received this email.**
8. Once you set your permanent password you will have access to your email (**portal.office.com**) and BearPaws account (**bearpaws.potsdam.edu**)

If you require further assistance, please contact the Registrar’s Office at (315) 267-2154 or email [registrar@potsdam.edu](mailto:registrar@potsdam.edu).

Registrar’s Office  
SUNY Potsdam  
313 Raymond Hall  
44 Pierrepont Ave  
Potsdam, NY 13676  
Phone: (315) 267-2154  
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