

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) Temporary password must be 8 characters. **All capital letters and no numbers.**
 - 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 further instructions to set your permanent password and security questions will be sent to the non-SUNY email address provided on the form
8. Once you set your permanent password you will have access to your BearPaws account. (**<http://bearpaws.potsdam.edu>**)

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

Registrar’s Office
SUNY Potsdam
313 Raymond Hall
44 Pierrepont Ave
Potsdam, NY 13676
Phone: (315) 267-2154
Fax: (315) 267-2157
registrar@potsdam.edu