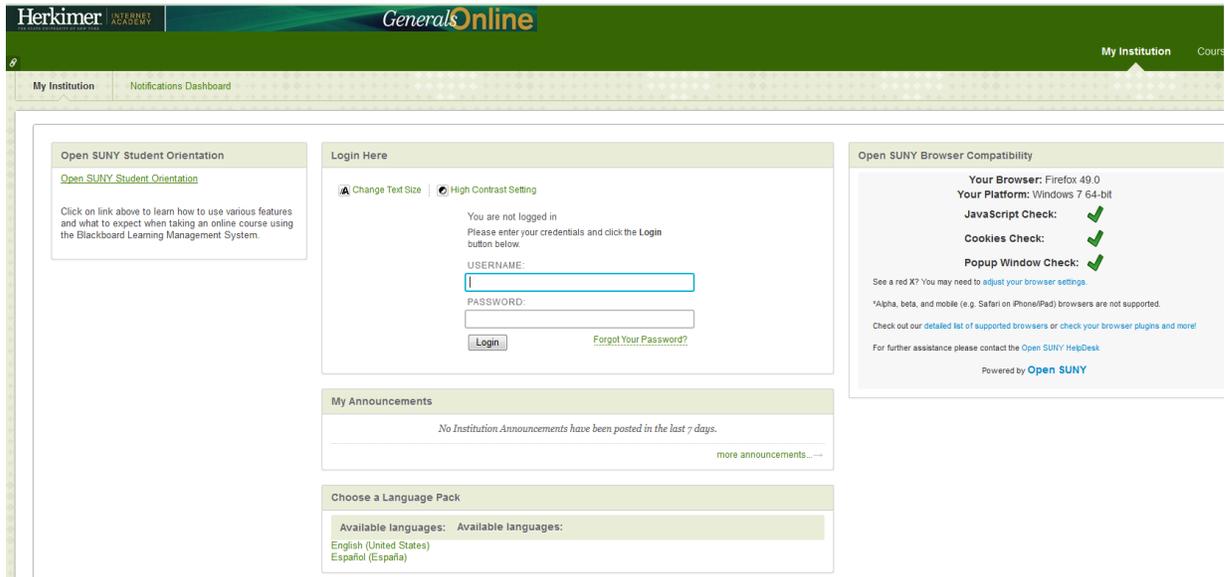
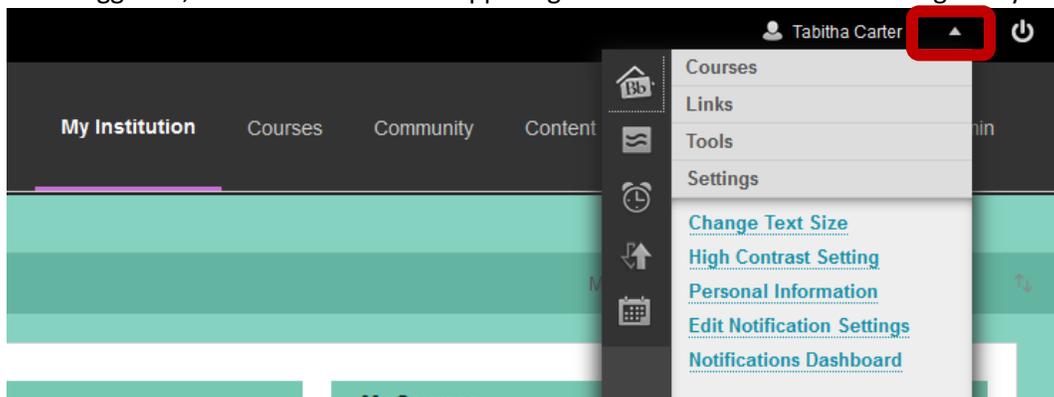


How to Change Your Password in Generals Online (GO)

1. Go to Generals Online (<https://herkimer.open.suny.edu>).

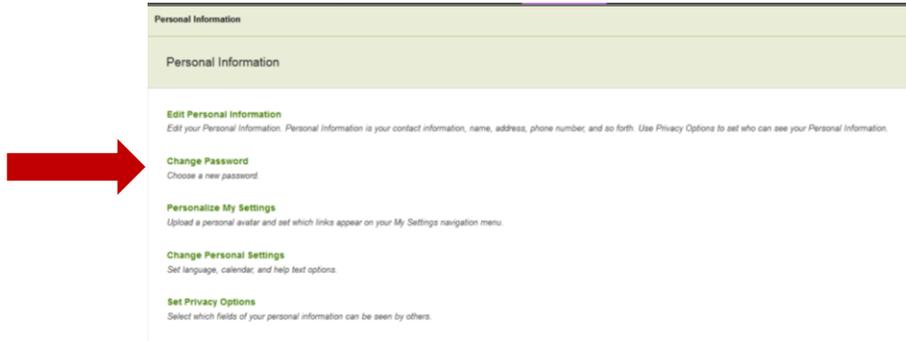


2. Enter your GO Username and Password*, then click Login.
3. Once logged in, click the arrow in the upper right hand corner located to the right of your name:



4. From the menu that appears, select Personal Information.

5. Select the Change Password link:



6. Enter your new password in the Password and Verify Password areas, then click Submit. Next time you login to GO, please be sure to use your new password.

***Generals Online (GO) Username/Password Information**

Your GO (<https://herkimer.open.suny.edu>) username will be the first seven characters of your last name (if your last name is less than seven characters, then you would use your entire last name), first name initial and last 3 digits of your Herkimer College assigned Student ID Number.

For example:

- John Doe with a Herkimer College ID Number of H00075123 would enter his GO username as doej123
- Jane Patterson with a Herkimer College ID Number of H00077987 would enter her GO username as pattersonj987

This is the same username you use to access MyHerkimer, but they are two completely separate accounts so your passwords are not required to match.

Your GO Password will initially be your 6-digit date of birth in MMDDYY format. You should change your password as soon as you are able to login. If you have logged into GO previously and changed your password but do not remember what it was, please select the "Forgot Your Password" link. On the next page, in the Email Address Option area, enter your First Name, Last Name and Herkimer College Student Email Address and then check your Herkimer College Student WebMail account for the response.