

Herkimer College

Accessing Email, Username and Password Information



Herkimer[™]

THE STATE UNIVERSITY OF NEW YORK

Information Technology

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1. Accessing your Email

- You can access your Outlook Web App (OWA) also known as webmail from my computer by following these steps listed below.
- Access the MyHerkimer login page from any of the following links.
 - my.herkimer.edu
 - <http://herkimer.edu> and click on MyHerkimer.
- Your Herkimer College Username:
 - Your username is the first seven (7) letters of your last name, the first (1) letter of your first name and the last three (3) digits of your Herkimer College ID number (H number).
Example:
 - Student Name: John Smithson
 - Student ID: H99123101
 - Username: smithsoj101
- Your first time password will be Herk! followed by your full date of birth (MMDDYYYY). If this is your first time logging in, you will be required to change your password. Please see password algorithm on page 3.
- In the upper right hand corner you can view your latest email.
- To respond, send or delete any message click “View Webmail”.
 - This will open up the Outlook Web App login page. Re-enter the username and password that you use for MyHerkimer, and you will have full access to your Herkimer email.

2. Changing Your MyHerkimer Password

- When prompted, you will be required to change your password.
- If you use a password that does not meet the requirements, you will receive a message that the new password doesn't satisfy the password algorithm and you will be asked to choose another password that meets the requirements.
 - Please see password algorithm on page 3.

- Once your password has been reset. Click on “Go to MyHerkimer”. This will take you to the login page.

3. Changing Your Windows Password

- If your password has expired, you will be prompted when you log in to a college computer.
- If you are already logged in and wish to change the password:
 - Press CTRL+ALT+DEL and click on Change a Password
 - Re-enter your current password
 - Enter in your new password, then confirm the new password.
 - If you use a password that does not meet the requirements, you will receive a message that the new password doesn’t satisfy the password algorithm and you will be asked to choose another password that meets the requirements.
 - Please see password algorithm below.

4. Password Algorithm

- Your password must be at least thirteen (13) characters long.
- Your password must include at least one of each of the following:
 - Capital letter (ABC)
 - Lowercase letter (abc)
 - Number (123)
 - Symbol (i.e. !@#%)
- You cannot use the last five (5) passwords you have previously used.
- Passwords are case sensitive.
- Your password will expire every one hundred eighty three (183) days.

5. Setting up a Security Question (using Student Online Services)

- Access Student Online Services (use Internet Explorer for best results).
 - Go to www.herkimer.edu/sos
- Enter your Herkimer College ID (H number) or your Social Security Number.
 - If this your first time logging into Student Online Services (www.herkimer.edu/sos), your initial pin is your 6 digit date of birth (MMDDYY).
 - You will be requested to change your pin
 - Type in your old pin (your 6 digit birthday) birthdate
 - Enter your new pin – must be between six – twenty (6 – 20) alpha-numeric characters.
 - Enter it again for verification.
- Once logged into Student Online Services, you will be required to set your Security Question and Answer.
 - Confirm your pin
 - Pick a question
 - Type in your answer and click submit
- Your Security Question has now been set

Note: Please take your time with this. Please choose a question and answer that only you would know the answer to and something that you will not forget. This question and answer will be needed if you forget your password.

6. Setting up a Security Question (using MyHerkimer)

- Access the MyHerkimer from any of the following links (use Internet Explorer for best results).
 - my.herkimer.edu
 - <http://herkimer.edu> and click on MyHerkimer.
- Click on Student Online Services
 - Confirm your pin
 - This will initially be your six (6) digit date of birth (MMDDYY)
 - Pick a question.
 - Type in your answer and click submit.
- Your Security Question has now been set.

Note: Take your time with this. Please choose a question and answer that only you would know the answer to and something that you will not forget. This question and answer will be needed if you forget your password.

7. How to change your Security Question

- Access Student Online Services (use Internet Explorer for best results).
 - Go to www.herkimer.edu/sos or click on Student Online Services within MyHerkimer.
- Click on the Personal Information tab
- Select change security question
 - It will be the first question
- You will need to enter your pin (confirm your pin)
- Select a new question
- Enter your answer
- Click on submit

8. Forgot Your MyHerkimer Password?

- On the MyHerkimer login page. (my.herkimer.edu)
- Enter your Herkimer College Username.
- Click on “Forgot your password?” link instead of entering your password.
- You will be asked to enter your Herkimer College Username. (This is the username you use to log into the campus computers). Then click on “Begin Reset”.
- You will first need to answer your Security Question. You will also need to enter your Herkimer College ID (H number).
 - If you do not answer your Security Question correctly, nothing will happen, giving you another try.
- If you didn’t setup your security question in Student Online Services (SOS), refer to number 5 or number 6.
- Once answered enter your new password, and confirm, click Reset Password

- You will receive confirmation that your password has been reset. You will also receive a link that will take you back to the MyHerkimer login screen.

If you are still having difficulty with this, please contact the Help Desk at (315)866-0300 X8555 or email HELP@herkimer.edu