

How to Reset Your Password

Step 1: If you have forgotten your password, click “Forgot Your Password?” next to the “Password” field.

*Please note: If you have forgotten which Email Address you registered with, contact BOLLI Program Coordinator at 781-736-2992 or bolli@brandeis.edu.



The image shows a screenshot of the Brandeis University login page. At the top, there is a blue header with the Brandeis University logo and the text "Brandeis University". Below the header, the word "Login" is displayed in a bold, black font. A light green banner contains the instruction: "To log in, please enter your email address and password." Below this banner, there are two input fields: "Email Address" with the value "lgardner@brandeis.edu" and "Password" which is empty. To the right of the "Password" field is a blue link labeled "Forgot Your Password?". A red arrow points from the top of the page down to the "Forgot Your Password?" link, and the link itself is circled in red. At the bottom of the page, there is a dark blue footer containing the text: "© 2015 Brandeis University 415 South Street, Waltham, MA 02453 (781) 736-2000".

Step 2: Enter your email address and birthdate in order to request a password reset. Then click “Reset Password.”



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Reset Password

If you have forgotten your password, you may request a new password by email.

Email Address

Birthdate

Reset Password



Step 3: You will receive an email with a temporary pin. If you do not receive this email, check your junk mail. Copy the pin number located in this email.

Brandeis University <service-desk@technolutions.com>

to me ▾

⋮

It was requested that the password for this account be reset.

To access your account, please use the link below:

[Access Account](#)

When requested for a password, enter the following temporary, randomly-generated PIN:

409658838

You will have an opportunity to change your password after authenticating.

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Step 4: Paste or enter the temporary pin you received in your email into the field “Temporary PIN,” and enter your birthdate. Click “Login” to proceed.



Login

A temporary PIN has been sent to your email address. If you do not receive th

Email lgardner@brandeis.edu [switch](#)

Account Testerson, Lilytest

Temporary PIN

Birthdate

Login

Step 5: Create a new password for your account. This must include the following: at least 8 characters long, with at least one letter, one capital letter, and one number. You will need to re-enter this into the “New Password (again)” line. Then click “Set Password.”



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Change Password

To protect the security of your account, please specify a new password. The password must meet complexity requirements.

New Password

New Password (again)

- ✘ At least one letter
- ✘ At least one capital letter
- ✘ At least one number
- ✘ Be at least 8 characters
- ✘ New passwords must match



Should you experience any issues with your application at any time including issues with submitting payment, please reach out to BOLLI Program Coordinator at 781-736-2992 or bolli@brandeis.edu