Password Help

At MLC you have two primary accounts to keep track of your MLC Account and your MLC Google Workspace (formerly G Suite) Account. This page will outline some information on passwords for those two accounts.

MLC Account

We have recently rolled out the ability for students, faculty, and staff to request a password reset without the need to contact IT Services directly. Here is how you can do it:

Change Your Password

1. visit the MLC Self Service Password Reset site
2. enter your current MLC Account username and password
3. click `Login`
4. on the next page, click on `Change Password`
5. follow the instructions to create your new password and then click `Change Password` near the bottom of the page
6. wait for the system to complete the password change and then you are ready to go

Reset Forgotten Password

1. visit the MLC Self Service Password Reset site
2. click on `Forgotten Password`
3. enter your personal email address and click `Search`
4. an email will be sent to your personal email address (usually the email address you supplied to us when you applied)
5. check your personal email address and either click on the link in the email or copy-and-paste the resulting code into the text field on the forgotten password site and click `Check Code`
6. follow the instructions to create your new password and then click `Change Password` near the bottom of the page
7. wait for the system to complete the password change and then you are ready to go

Find My Username

Because you need your MLC Username in order to reset a forgotten password, we have also supplied the ability to find out your MLC username as well.

1. visit the MLC Self Service Password Reset site
2. click on `Forgotten Username`
3. enter your personal email address and click `Search`
4. the resulting page will give you your MLC username and an email will also be sent to your personal email address

As a tip, if it is not finding your username, attempt to enter your maiden name if you have married since you last attended Martin Luther College.

Frequently Asked Questions

How can I check or update my recovery email?

If you need to update information about yourself including your personal email address and/or your name, please submit an update to your personal by the Information Verification page on Portal. Once your request has been approved, your changes will make their way to the appropriate system.

Your personal email address is used for account information retrieval, so supplying us with an email address you will maintain access to regardless of where you are currently living or serving. Also, if possible, avoid using Yahoo or AOL accounts as they seem to have the most trouble consistently receiving emails from third-party systems like our own.

Does my password periodically change?

Every 6 months you will be prompted to change your password. Please do so or you could be locked out of your account and need to request a password reset (following the instructions above) in order to gain access to your account again.

MLC Google Workspace (G Suite) Account

MLC offers each member of the campus family a Google Workspace (formerly G Suite for Education) account to have and use. These accounts are provided by Google and currently have

their own password functionality attached to them separate from your MLC Account.

If you have issues accessing your account, please use Google's own recovery site to attempt to recover your username and/or password. You can also find more documentation on Google's support site under the article titled *Change or reset your Google Account password*.

You will not be prompted to change your password unless we have reason to believe that your account has been compromised.

If you are still having issues, please file a support request with IT Services.

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