How Do I Change or Reset My Password?

Students can change or reset their password via *Online Services for Students*.

- Open your preferred browser.

- In the address bar of your web browser, enter onlineservices.concordia.ab.ca and then click on **Online Services for Students** to navigate to Concordia's Online Services for Students page.

- Click on **My Account**, then click the **Change Password** link.
  - o If you know your password and want to change it, you can log in at this point and then continue with the password change process. Otherwise, follow the instructions below.

  - o **If you have not used Concordia Web Sign-in before, or you have forgotten your password**, click the **Set or reset your password** link.

  - o To request a password reset, enter your email address (use your non-Concordia address on file) along with your date of birth, and then click the **EMAIL ME A RESET LINK** button. You will then see a message reporting that the reset link has been sent to your personal email address. Follow the directions in the email to complete the password reset process.

  - o If you no longer have access to the non-Concordia email address on file for you, please contact the Registrar's Office (780.479.9220) and request they add a new one for you. Be prepared to provide identification to the advisor who takes your call.

If you have any questions or concerns about Concordia Web Sign-in, please feel free to contact the IT Services help desk by email at helpdesk@concordia.ab.ca, or by telephone at 780.479.9316.