

# Password Reset Portal Overview



**Password Resets** requires a **Third Party Email Address** (gmail, hotmail, yahoo, etc.) to be on file with the University. This is in an effort to increase security and usability. If you do not have a **Third Party Email Address** on file with the University, please contact the **Records department**.

- Phone: 314-392-2233
- Email: [recordsoffice@mobap.edu](mailto:recordsoffice@mobap.edu)



If you do not wish to share a **Third Party Email Address** with the University, you may instead review the **Password Change** section of these instructions.

## Getting Started

### Accessing the Reset Portal

The **Password Reset Portal** can be accessed at <https://password.mobap.edu>.

Alternatively, you can also click the **Reset My Password** link in the top-right corner **User Dropdown Menu** on <https://selfservice.mobap.edu>

### Choose Between a Reset and Change

Upon navigating to <https://password.mobap.edu> you will be asked to choose between a **Password Reset** and a **Password Change**.

- **Password Reset** - If you have forgotten your password and have a **Third Party Email Address** on file with the institution.
- **Password Change** - If you know your current password and would like to change it to something else (does not require a **Third Party Email Address**).

### On This Page

- [Getting Started](#)
  - [Accessing the Reset Portal](#)
  - [Choose Between a Reset and Change](#)
- [Password Reset](#)
  - [Request a Password Reset](#)
  - [Receive the Password Reset Email](#)
  - [Reset Your Password](#)
- [Password Change](#)
  - [Updating a Current Password](#)
  - [Change Your Password](#)

### Additional Information

- [Password Best Practices](#)

Password Reset



I don't know my current password and need to reset it.

Password Change



I know my current password and would like to change it.

## Password Reset

## Request a Password Reset



**Password Resets** require a **Third Party Email Address** to be on file with the institution. To add a **Third Party Email Address** to your account, please contact the **Records Office**.

- Phone: 314-392-2233
- Email: [recordsoffice@mobap.edu](mailto:recordsoffice@mobap.edu)

Clicking on **Password Reset** will prompt you to enter your **MBU Email Address**.

Typically, MBU email addresses use the following format:

- **Student:** [StudentID]@mobap.edu (eg, 1234567@mobap.edu)
- **Employee:** [FirstName].[LastName]@mobap.edu (eg, John.Smith@mobap.edu)

To initiate a password reset, please enter your MBU email address below:

Typically, MBU email addresses use the following format:

- **Student:** [StudentID]@mobap.edu
- **Employee:** [FirstName].[LastName]@mobap.edu

A confirmation that an email has been sent to your **Third Party Email Address** will then be displayed. The **Third Party Email Address** that was used will be displayed on screen in a "masked" form.

**Once this message is displayed, you may close your browser.**

An email has been sent to the personal email address we have on file with instructions for resetting your password.

Personal Email Address: t\*\*\*\*\*n@mobap.edu

You may now close your browser.

## Receive the Password Reset Email

You should soon receive an email from [do-not-reply@mobap.edu](mailto:do-not-reply@mobap.edu) (this email will be sent to a **Third Party Email Address**, not your @mobap.edu address). This email will contain a **Link** for you to click stating "**Click here to reset your password.**" which will continue the **Password Reset** process. If you do not see this email within a few minutes, check in your Spam or Junk folder.

**This link is valid for 24 hours from its creation.**

change your password, click the link below. This link will expire after 24 hours.  
is e-mail and your password will stay the same.

## Reset Your Password

Clicking the **Link** in the email will open a new browser window which will display the prompts for entering a new password. You must meet the password requirements listed on the page.

- At least 16 characters in length
- Not one of the last 10 used passwords

The password strength bar below the fields will count the number of characters in your new password. When your new password reaches at least 16 characters, the bar will turn green, and the Password Strength message will change to "Your password length meets requirements," and using more than 16 characters will display the message "Your password length is above requirements." As you enter your new password, the Clicking the **Submit** button will attempt to reset your password. If successful, you will receive confirmation of the reset, otherwise you will be prompted on screen as to why the reset attempt failed.

Please type your new password below.

Your password must be 16 characters in length and cannot be one of your last 10 used passwords.

For information about selecting a secure and memorable password, please refer to our [Password Best Practices](#) article.

Password Strength: Your password does not meet the minimum requirements!

## Password Change

## Updating a Current Password

If you know your current password but would like to change it, you can simply use the **Password Change** option.

In the event that you do not have a **Third Party Email Address** on file with the institution, you can still change your password through the **Password Change** option. Begin by contacting the IT Department at 314.392.2377.

A technician will verify your identity over the phone and administratively reset your password to a temporary password **which you must change immediately** through the **Password Change** portal.

## Change Your Password

With your current password, you will be able to visit <https://password.mobap.edu> and click on **Password Change**.

In the fields given, type in the following:

- Your MBU email address
- Your current password
- Your new password
- Confirm your new password

The password strength bar below the fields will count the number of characters in your new password. When your new password reaches at least 16 characters, the bar will turn green, and the Password Strength message will change to "Your password length meets requirements," and using more than 16 characters will display the message "Your password length is above requirements." As you enter your new password, the Clicking the **Submit** button will attempt to reset your password. If successful, you will receive confirmation of the reset, otherwise you will be prompted on screen as to why the reset attempt failed.

Your password must be 16 characters in length and cannot be one of your last 10 used passwords.

For information about selecting a secure and memorable password, please refer to our [Password Best Practices](#) article.

Typically, MBU email addresses use the following format:

- Student: [StudentID]@mobap.edu
- Employee: [FirstName].[LastName]@mobap.edu

Enter MBU Email

Enter Current Password

Enter New Password

Confirm New Password

Password Strength: Your password does not meet the minimum requirements!

Submit

Start Over