

Logging on to myHenderson if you have Forgotten your Password

myHenderson is available by either going to <http://198.16.16.47/ics>, or by selecting the myHenderson button at the main Henderson webpage.

1. When you log into myHenderson, you will need to put in your username and password, and then press enter or select "Login".
2. If you do not know or remember your password, select the "I forgot my Password" option.
3. If any of your information is incorrect, you will see an "Invalid Login" message. Try to log in again.
4. If you still cannot log in, select the "I forgot my password" option.
5. Below the "Home" and "Academics" tabs will appear a button for you to select. This will create a new password and e-mail it to your student or faculty e-mail address.
6. Check your e-mail and find the message with your new password.
7. Find the password and select it. Then press ctrl + c to copy the password.

myHENDERSON Reset

User Name: jm123456 Password: Login I forgot my password

Home Academics Username Password

You are here: myHenderson Home

Home Academics

You are here: myHenderson Home

Login - Login

Invalid Login

Username: jm123456

Password:

Login I forgot my password

Select

Home Academics

You are here: myHenderson Home

Login - Forgot Password

If you have forgotten your password, we can generate a new one and send it to your e-mail address. If you select this option, your old password will no longer work.

Send New Password Cancel

Select

Your New Password

RCEmail@hsu.edu

Sent: Thu 8/5/2010 9:14 AM

To:

Your new password is x2AZc7b

8. Now go back to myHenderson and type your username and then paste the password into the password box (ctrl + v is the quick key to paste). Then press enter or select "Login".



9. You should log in without a problem, and your name should appear at the top.



10. Now select "Personal Info" so we can change the password.

11. Here you can change all of your myHenderson settings.



12. Select the "Password" tab to access the options to change your myHenderson password.



13. You will need to paste the password that was e-mailed to you in the "Old Password" box.

The new password you choose must be between 4 and 10 characters long.

14. Then type in a new password into the "New Password" and "Confirm Password" boxes.



15. Select Save.

16. Now you should be brought back to the first tab, and you should see the message "Password Changed".



If you have any questions or problems with this process, please contact the HelpDesk.

Phone: (870)230-5609

E-Mail: helpdesk@hsu.edu