

# Password Changes for myWestfield Only EFFECTIVE NOVEMBER 1, 2015

We take the security of your personal information very seriously. Over the past few years, various businesses and academic institutions (i.e. Target, University of Maryland, etc.) have lost personal identifiable information (PII) to data breaches. This change in procedure is just one that we are taking to enhance the security of your PII and to ensure that your identity is safe as a member of the WSU community.

## **Students taking courses on Campus myWestfield Passwords will no long be reset over the phone**

If you are taking classes on campus, to change your myWestfield password, you will have to use the password reset utility or change it in person at the Technology Support Desk in the Library. We will no longer be able to reset passwords over the phone.

## **STUDENTS TAKING DGCE and ONLY ONLINE CLASSES my Westfield Passwords can be reset over the Phone but will need to follow the protocol below**

Students taking DGCE and only online classes and not taking classes physically on campus, may phone and get their my Westfield password changed but will need to log in to a video conferencing software and show themselves along with a picture id such as a license . Call our support staff at 413-572-4357.



To update your security questions,  
visit the site below and login  
with your myWestfield  
username and current  
password.

<https://pwreset.westfield.ma.edu/>

Need Help? Call Our  
Support Staff At  
(413) 572-4357