

Remote Password Reset Instructions

1. Go to account.potsdam.edu
2. Click on "I Forgot My Username"
3. Click on "this link" (this PDF leads to the Password Reset Form)
4. Complete the form:
 - a) Please type the information on the form to ensure legibility.
 - b) Complete all requested information, including non-SUNY Potsdam email address and date of birth.
 - c) Password must be 8 characters. Use only upper case letters.
 - d) Print the form.
 - e) Sign and date the form.
5. Attach a copy of your photo ID
6. Mail or fax to the address/fax number at the bottom of the form
 - a) If you are able to scan your signature and ID, you can email the form to registrar@potsdam.edu.
7. An email with further instructions to set your permanent password will be sent back to the non-SUNY email address you provided on the form
8. Once the permanent password is set, you will have access to your Potsdam Account/Records
 - a) Use BearPAWS (bearpaws.potsdam.edu) to access this information.

If you require further assistance, please contact the Registrar's Office at (315) 267-2154 or registrar@potsdam.edu.