

Resetting your password for your SBU accounts

Please note that these directions only apply to current students actively taking courses
All others must contact our helpdesk at (716) 375 - 7600

If you are having issues remembering your password or just want to change your password for either our MYSBU portal or your Bonaventure email (Office 365) you must change this through our MYSBU site. Follow the directions below and it will walk you through changing your password.

If you know your password and just want to reset it to a new one:

1. Go to our MYSBU portal
2. Do NOT try to login
3. Click on the "Account Help" link below where you enter your credentials
4. Click on the link to reset your password
5. Enter your current credentials
6. Create a new password
7. Give the system approximately 10 minutes to synch up the new password to your Bonaventure email account. It will do it automatically. You do not need to do anything else.

If you forgot your password:

1. Go to our MYSBU portal
2. Click on the "Forgot my Password" link just below where you normally login
3. Enter your SBU username
4. Answer the challenge questions you setup when first accessing your account
5. The system will send a link to the external email address you provided when you first setup these accounts
6. Check your external email (it may go to your spam folder) and click the link provided
7. Once you have successfully reset your password you need to give the system approximately 10 minutes to synch up with Microsoft's site in order to access your Bonaventure email.

If you continue to have issues resetting your password
please contact our helpdesk at (716) 375 – 7600