



# Department of Information Technology

## PASSWORD MANAGER

The University provides a self-service password recovery system to aid in managing your CDU password. This system allows you to unlock, or reset your password from anywhere anytime.

- You can access Password Manager directly from the following link:

<https://psswr.cdrewu.edu>

- You can access Password Manager from our Website [www.cdrewu.edu](http://www.cdrewu.edu):

Highlight **EXPLORE** then click on **INFORMATION SERVICES**

A screenshot of the Charles R. Drew University website's navigation menu. The top left corner features the CDU logo and the text "Charles R. Drew University of Medicine and Science" and "A Private University with a Public Mission". The top right corner has a black navigation bar with links for "FUTURE STUDENTS", "CURRENT STUDENTS", "APPLY", "ALUMNI", and "VISIT". Below this, a white navigation bar contains "Academics", "Admissions", "Community", "Explore", and "Give", with a search icon. The "Explore" link is circled in red. Below the navigation bar is a dark grey menu with three columns of links. The "Information Services" link in the middle column is circled in red. The right column is titled "Quicklinks" and includes "Events", "Library", "Business Offices", "Webmail", and "Directory".

Our Vision, Mission and Values	Campus News Center	<b>Quicklinks</b>
Charles R. Drew, MD	<b>Information Services</b>	Events
Accreditation	Consumer Information	Library
Facts and Figures	Policies and Procedures	Business Offices
Governance	Administrative	Webmail
Historical Timeline		Directory



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- You are redirected to the **INFORMATION SERVICES** page. Click on **PASSWORD MANAGEMENT**

Charles R. Drew University  
of Medicine and Science  
*A Private University with a Public Mission*

FUTURE STUDENTS CURRENT STUDENTS APPLY ALUMNI

Academics Admissions Community Explore Give

## Information Services

### Technical Support

#### Helpdesk

The Charles Drew Information Systems Helpdesk provides phone, web and in person technical support to the campus community. All calls are logged and tracked to assure good service. We provide support for both hardware and software, as well as network connectivity (Cabling, switches, routers), and telephones.

Helpdesk phone number: (323) 563-4990

[Password Management](#)



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- Select **FORGOT MY PASSWORD**

A screenshot of the Charles Drew University Self Service Reset Password Management interface. The header includes the CDU logo, the university name, and the page title 'Self Service Reset Password Management'. Below the header, a key icon is accompanied by the text 'Welcome! Here you can easily change your password.' A horizontal line separates this from a list of options: 'Enroll' (with a pencil icon), 'Forgot my password' (with a lock icon and highlighted by a red oval), 'Change password' (with a gear icon), and 'Onboarding' (with a person icon).



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- Type your **CDU username** and click **NEXT**

A screenshot of a web browser window titled "Forgot my password". The page header includes the CDU logo, the text "Charles Drew University of Medicine and Science", and "Self Service". The main content area features a lock icon and the instruction "Enter your username to reset your password." Below this is a text input field labeled "Username:" containing the text "claudiaramirez". At the bottom of the page, there are two buttons: "Back" and "Next". The "Next" button is circled in red. The browser's language is set to "English".



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- You are asked to answer three Security Questions. You chose these questions on the day your CDU account was activated. Click **NEXT** after answering each question.

A screenshot of a web browser window titled "Forgot my password". The page header includes the CDU logo, the text "Charles Drew University of Medicine and Science", and "Self Service". A language selector shows "English". The main content area has a blue background with a white box containing a lock icon and the text "Answer the following question." Below this is a progress indicator with six numbered circles (1-6). Circle 1 is highlighted with a red circle. The question is "What is the first name of your partner?". Below the question is a text input field with a password visibility icon. At the bottom, there are two buttons: "Back" and "Next", with "Next" highlighted by a red circle.



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- Select **RESET MY PASSWORD**, then click on **NEXT**

A screenshot of a web portal titled "Forgot my password" with a close button (X) in the top right corner. The page header includes the Charles R. Drew University of Medicine and Science logo and the text "Self Service" with a language dropdown set to "English". The main content area asks, "Do you wish to reset your password or unlock your account?" and features a progress indicator with six steps. Step 1 is active, and steps 2 through 6 are inactive. Below the progress bar, there are two radio button options: "Reset my password." (which is selected and circled in red) and "Unlock my account." At the bottom of the form, there are two buttons: "Back" and "Next" (which is also circled in red).



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- Type a **New password**, **confirm** new password, then click on **RESET**

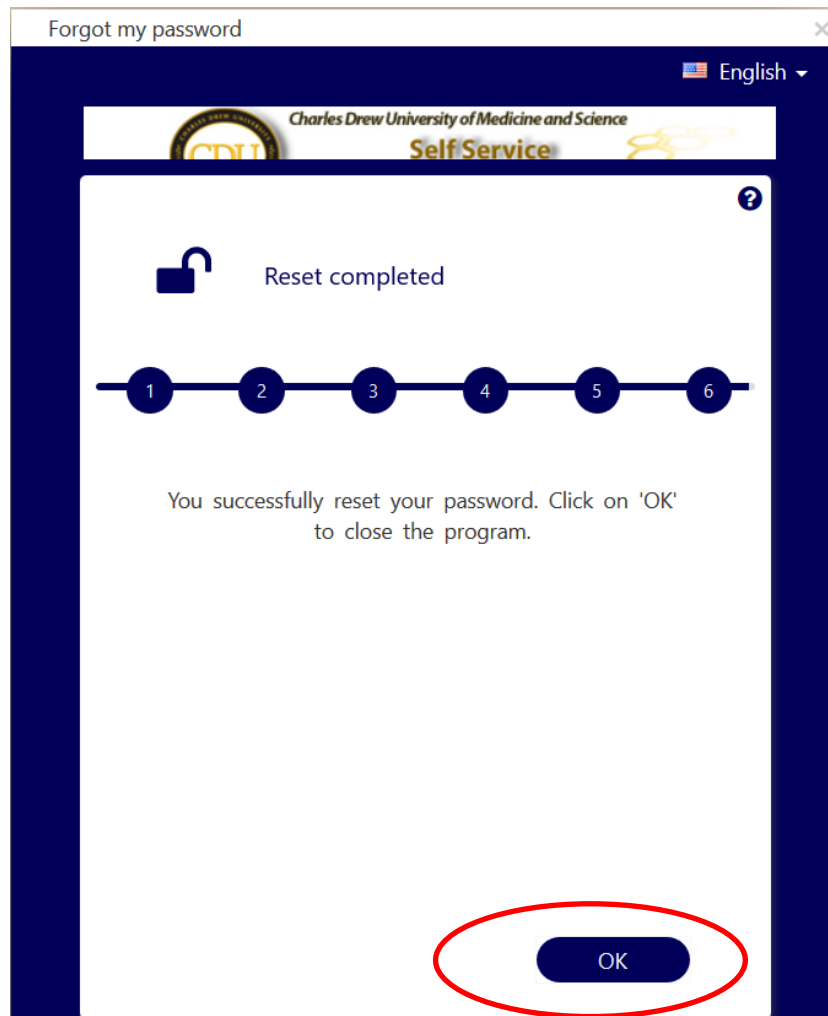
A screenshot of a web browser window titled "Forgot my password". The page header includes the Charles Drew University of Medicine and Science logo and the text "Self Service". The main content area has a lock icon and the instruction "Enter your new password." Below this is a progress indicator with six numbered circles, where the first five are filled and the sixth is empty. A list of password requirements is shown with green checkmarks: "The password must be at least 6 characters long", "Do not use words contained in your username or name", and "Use at least three of for following character types: - number, - special character (e.g. !, \$, #, %), - upper case character, - lower case character". There are two input fields for the "New password:"; the first is highlighted with a red circle. At the bottom, there are two buttons: "Back" and "Reset", with the "Reset" button also highlighted by a red circle.



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- You have successfully reset your CDU Password.



**Passwords at CDU expired every six months.**