

# Sentry Secured Services - Activate Your New RMU Account

## Activate Account

1. In a web browser, visit [rmu.edu/activate](http://rmu.edu/activate).
2. You will be navigated to the Sentry Secured Services page for new users to activate their account, and/or reset a forgotten password.

### New User? Activate Your Account!

Enter *only* the last 10 digits of your Freedom Card Number

Enter *only* the **last 4 digits** of your Social Security Number.

**International Students:**  
Enter the last 4 digits of your RMU ID number.

Please include the full 4 digit year. Example: 01/01/1990

### Activate Your Account or Forgot Your Password?

**Simply complete the fields to the left**, using the last 10 digits listed on your freedom card (as shown to the left), the last 4 digits of your social security number, and your date of birth.

You will have instant access to your account information, including grades, schedule, Gmail, and much more!

[I Forgot My Password](#)  
[What if I don't have a Freedom Card Number?](#)  
[New User? Activate Your Account!](#)

If you need assistance from the Help Desk, email [help@rmu.edu](mailto:help@rmu.edu) or call (412) 397-2211.

3. To activate your account, go to the **New User? Activate Your Account!** section, and enter in the following information:
  - a. Last 10 digits of your Freedom Card
  - b. Last 4 digits of your Social Security number
  - c. Date of birth (Example, 01/01/1990)
4. Click **Submit**

<b>CONTACT THE HELP DESK</b>	
Phone Support: (412) 397-2211	Email Support: <a href="mailto:help@rmu.edu">help@rmu.edu</a>
<b>HOURS OF OPERATION</b>	
Office Hours	Virtual Office Hours
Monday - Thursday 8am - 7pm	Monday - Thursday 7pm - 8am
Friday 8am - 5pm	Friday All Day (24 hours)
Saturday - Sunday Closed	Saturday - Sunday All Day (24 hours)
Holidays Closed	Holidays Closed
<i>During all other hours, you are encouraged to call and leave a message or send your request to <a href="mailto:help@rmu.edu">help@rmu.edu</a>.</i>	

5. If you do not know your Freedom Card number, you may contact the Help Desk at 412-397-2211 for assistance.

## Create a Password

1. Under **Change Your Passwords**, enter your new desired password in the box that says, **New Sentry Password**
2. Remember, the password you created will be used to log into Sentry Secured Services, Windows/Mac Login, and your RMU Gmail account
  - a. Faculty and staff members must change their account password(s) every 60 days. An email will be sent every day starting five days before the password(s) must be changed, as a reminder. Password changes should be completed by logging in to Sentry Secured Services and clicking on the "Passwords" link at the top of the page.
  - b. If an employee's account becomes locked because his/her password has expired, the employee can reactivate his/her account securely online at [rmu.edu/reactivate](http://rmu.edu/reactivate). A Freedom Card is needed to begin this process.

### Change Your Passwords

👤

Use this to sign-in to Windows/Mac Login, Gmail, and Sentry Secured Services.

✉

This is your email address.

🔑

Enter a **new** password that meets the requirements to the right. This will be your Sentry Secured Services password.

🔑

Re-enter your New Password for verification.

Reset the following accounts to my new password:

- Sentry Secured Services
- Windows/Mac Login
- Gmail

*Allow 2 minutes for Gmail and Windows/Mac Login passwords to be reset.*

Submit

#### Important Information

Sentry Secured Services, Windows/Mac Login, and Gmail passwords can all be reset here.

**Gmail Passwords**  
Gmail passwords can be changed in Gmail via Settings. If you need your Gmail account reset, please contact the [Help Desk](#).

**2-Step Verification (App-Specific Passwords)**  
If you are already enrolled in 2-Step Verification and have set-up an application specific password, you *do not* need to change your password on your mobile devices.

#### Password Requirements

**Your new password must be between 8 and 14 characters and contain at least one letter, number and special character from the list below.**

Letters	a, b, c, ... or A, B, C, ...
Numbers	0, 1, 2, 3, 4, 5, 6, 7, 8, 9
Special Characters	() ~ ! # % ^ * - + = { } [ ] : . ? /

**The Sentry has a message for you...**

- Your password has been updated.
- Please allow up to 2 minutes for Gmail and Windows/Mac login passwords to be reset.

3. Once you have entered your new password, select **Submit**. Once you select **Submit**, your password will be successfully changed. You will receive a notification on the screen that your password has been updated.