

Sentry Secured Services - Activate Your New RMU Account

Activate Account

1. In a web browser, visit 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

Last 4 Digits of Social Security Numl

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

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

Date of Birth (ex. 01/01/1990)

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 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**

CONTACT THE HELP DESK	
Phone Support: (412) 397-2211	Email Support: help@rmu.edu
HOURS OF OPERATION	
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
During all other hours, you are encouraged to call and leave a message or send your request to help@rmu.edu .	

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. 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.