The following is a step by step process on how to reset a forgotten password using the new Chapman University Identity Management (IDM.)

Visit the IDM home screen at https://idm.chapman.edu/itim/self/jsp/logon/login.jsp

Enter your user ID and click on the “Forgot your password?” function on the login page.

This is what the next screen will look like. You will use your previously set up “forgot your password” questions to reset your password.
Answer the questions the screen asks you and click “OK.”

Specify New Password
Review the criteria for the new password, then specify a new Chapman University password in the following fields and click OK to proceed. Click Cancel to return to the login page without changing your password. All required fields are marked with (+).

1. Review the criteria for my new password:

2. Change my password.
Note that Password Synchronization is enabled. If this is an individual account, changing the password affects all individual account passwords associated with the specified user. If this is a sponsored account, only this account password will be changed.

+ New password:  
+ New password (confirm): 

OK Cancel

The next screen that appears, if you have answered your questions correctly, will ask you to specify your new password.
Fill out your new password and click “OK.”

IDM will then return you to this screen where you can log out in the upper right hand corner.

You have now successfully changed your password for all platforms used at Chapman University!

If you still have questions, please call the IS&T Service Desk 714-997-6600