


Password Information

 Passwords are set to expire every 360 days from the last password change.

15 days before your password expires, you will be sent a reminder email to your Sage.edu email account. It will contain instructions regarding how to change your password. You will continue to receive emails daily until you change your password. It is important to change your password during this 15-day window in order to avoid an interruption of access to Sage services. After this 15-day window, you can still change your own password using the "Forgot Password" option, or by contacting the IT Service Desk directly by phone (518) 244-4777 or [walk-in](#).


Password Changes

Within this 15-day window, you can easily change your password through Sage Passport:

- [How-To: Change my Sage password via Sage Passport](#)

Password Recovery (expired or forgotten passwords)

After this 15-day window, you can recover your password through Sage Passport:

 In order to recover a lost or expired password you must have set up a recovery method prior to attempting a password recovery.

- Sage Passport requires that you have an alternate recovery email in your contact information on Passport account.

If you have not set up either of these options please contact the IT Service Desk by phone (518) 244-4777 or by [walk-in](#).

- [How-To: Recover my Sage password via Sage Passport](#)

Creating Memorable Passwords

One way to create a memorable password is to use mnemonics to disguise personal information in a way that is logical for you. Write out a sentence that has personal meaning for you. Then, take the first (or last) letters and mix with numbers and symbols to create your password.

Example 1:

"I donated five thousand dollars to The Sage Colleges in 2001"

Becomes: *Id\$5TSC01*

Capital "I"; lower case "d" replaces "I donated"; \$5 replaces "five thousand dollars"; capital "TSC" replaces "to The Sage Colleges"; "01" replaces 2001.

Example 2:

"I have a girl who is 17 and a boy who is 5"

Becomes: *Ig#17b#5*

Capital "I"; lower case "g" replaces "girl"; "#17" replaces "who is 17"; "b" replaces "and a boy"; "#5" replaces "who is 5."

Password Requirements

You are not able to use any of the last five passwords used for your account.

The password must contain characters from three of the following categories:

- Uppercase letters of European languages (A through Z, with diacritic marks, Greek and Cyrillic characters)
- Lowercase letters of European languages (a through z, sharp-s, with diacritic marks, Greek and Cyrillic characters)
- Base 10 digits (0 through 9)
- Non-alphanumeric characters (special characters): (~!@#%&*_-+=`|\(){}[]:;'"<>.,?/))
- Any Unicode character that's categorized as an alphabetic character but isn't uppercase or lowercase. This group includes Unicode characters from Asian languages.

Related articles

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