

Reset password (Centennial College staff member)

- 1) In SOUL 2.0 login page, select "Centennial College" as User Group
- 2) Press [Yes, help me log in]
- 3) Press "here" at the bottom for Centennial College staff member
- 4) In IT Help page, press [Open a New Ticket] at top right corner, then [For Guest User] at the bottom
- 5) In IT Help ticket form, enter the contact information
- 6) Select the Help Topic, then enter the Ticket Details summary and content (Note: Remember to mention your request for retrieving your password)
- 7) Enter the CAPTCHA text shown on the image, then press [Create Ticket] to notify our ITSU colleague about your request