To reset your password.

Navigate to https://ri.4j.lane.edu
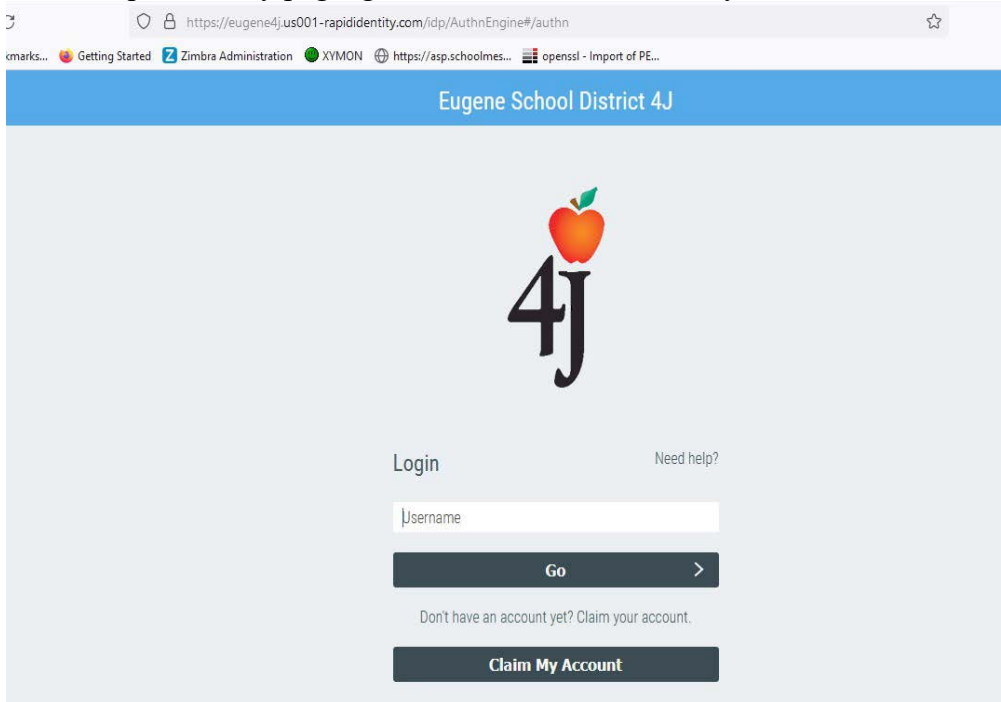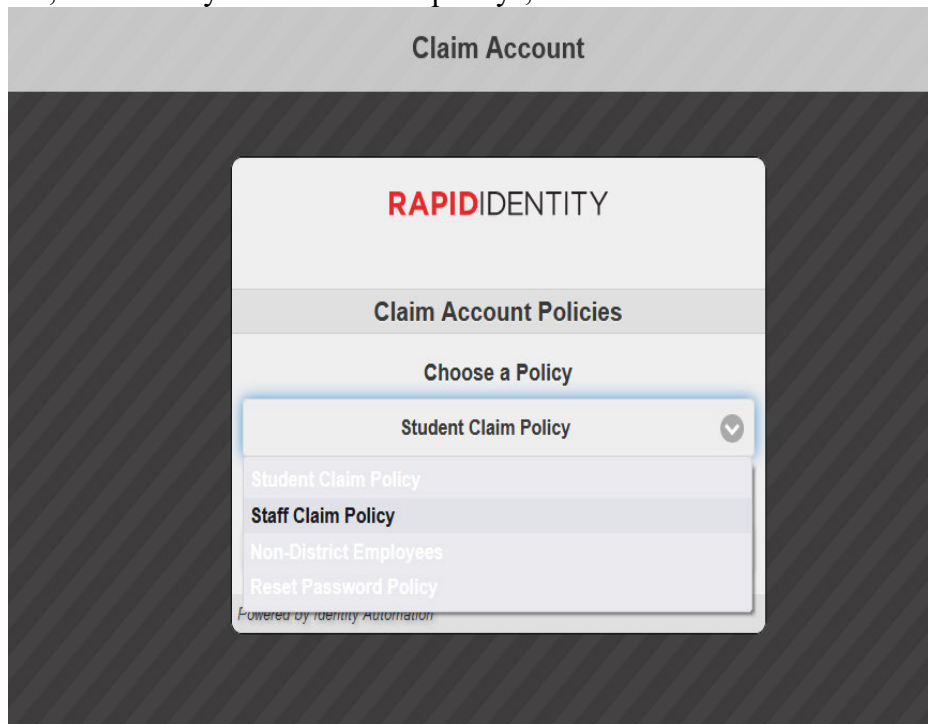this will redirect to our identity manager hosted off-site.

At the Rapid Identity page, go to the bottom and 'claim' your account.

On the next screen, where it says "student claim policy", click there and select 'staff claim policy'.

After "next", you'll need to enter your email name, your employee ID, and your last 4 of SSN.

Claim Account

RAPIDIDENTITY

Step 1

Answer the following questions to claim your account:

E-Mail (Be sure to include @4j.lane.edu): *

youremail@4j.lane.edu

Employee ID: *

123456

Last Four Of SSN: *

1234

Next ➡

Powered by Identity Automation

Click next, it should take you to the next screen to enter a password.

Claim Account

RAPIDIDENTITY

Step 2

Update Your Password

Your password should be **at least 8 characters** long and contain **at least 1 of each of the following:**

- Upper case character
- Lower case character
- Number
- Special character (e.g. !@#$%^&*)

zh2cdnYE5SPh%   👁

zh2cdnYE5SPh%   👁

Next   ➡

After it thinks a minute, it should say your password was set and present a list of 10 security questions.

Password Change Complete

Your password was successfully changed. Please do
NOT click your browser's back button.

your name

You must answer at least 3 of the pre-defined questions below.
Questions must be between 3 and 255 characters each.
Answers must be between 3 and 255 characters each.

Pre-Defined Questions

Who is your favorite character?

Enter your answer

Who was your favorite athlete growing up?

Enter your answer

What is your favorite fruit?

Enter your answer

Name your favorite childhood physician?

Enter your answer

Least favorite high-school activity?

Enter your answer

Answer at least 3 of them to set your security questions to reset your password in the future.
Once it's done, your password should work for all 4J services.