Instructions to Reset Alumni Hub Password

To reset password, please follow all steps in order including clearing cache/cookies and disabling pop-up blockers.

Clearing Cache/Cookies

1. Open the Chrome browser

2. Click on the ‘three configuration dots’ at the top right-hand of the window and set the "Zoom" at 100%
   Select the option "Settings".

3. From the menu on the left select the option "Privacy and Security".

4. Under the "Privacy and Security" header, please choose the "Clear browsing data" option at the top,
   make sure the "Advanced" option is selected.
5. Check the boxes for the **first 4 options** (Browsing history, Cookies, Download history, cookies and other site media, Cached images and files)

6. Set the "**Time range**" option to "**All time**" to finally click on the "**Clear data**" blue tile, it may take a few moments to clear.

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**Disable pop-up blockers**

1. **Open Chrome browser**

2. Click on the **Settings icon (3 configuration dots)** at the top right-hand side of the screen.

3. **Go to the "Settings" menu.**
4. Under the "Privacy and Security" header, please choose the "Site settings" option at the bottom.

5. Once the menu opens, go to the bottom of the options, under the "Content" header open the "Pop-ups and Redirects" option, from the two options under "Default behavior", select the one that says "Sites can send pop-ups and use redirects".
6. Close all Chrome sessions and open a new session.

**Login to Alumni Hub**

1. Login to [https://honeywell.service-now.com/](https://honeywell.service-now.com/)
2. Click on *FORGOT PASSWORD* link.

3. Enter your personal email address.
4. Click on *CONTINUE* button.
5. Enter *Validation Code* from email.

From: IDAdministrator@honeywell.com  
Date: 3 February 2022, 9:02:51 CST  
To: example@gmail.com  
Subject: Action Required: Forgot Password Validation Code

Your validation code to reset password for account *example@gmail.com* is **8974392**. 
This code is valid for 15 minutes only.

Unfortunately, this email is an automated notification, which is unable to receive replies.

Thank you  
Customer Support Team

6. Enter *New Password* and *Confirm Password* (*it should be the same*).  
7. Click on *UPDATE* button.