



De La Salle-College of Saint Benilde Digital Technology Office

2nd Floor, Benilde Hall, 2544 Taft Ave. Manila

Self-service Password Management System FAQ

Q. What browsers can I use to access the Online Password Management System?

A. The Online Password Management System can be accessed using the common web browsers like MS Edge, Chrome, Firefox and Safari.

Q. What requirements do I need to reset my Infonet account password?

A. You must know your Benilde Infonet account username and you already have a registered alternate email address.

Q. How can I register/update my alternate email address?

A. For **students**, access Contact Info module through **apps.benilde.edu.ph/sis**.
For **faculty and associates**, access Contact Information module through **apps1.benilde.edu.ph/hrdbweb**. For **CEP students and faculty**, you may contact your Program Associate to register/update your alternate email address.

Q. I cannot login to site where I can validate and add/update my registered alternate email address since I forgot my Infonet password, what do I do?

A. Kindly email at ithelpdesk@benilde.edu.ph to reset your password. Moving forward, when you already have a registered alternate email, you may do the resetting and changing of your password on your own.

Q. Does the new password have any requirement?

A. Yes. The new password should meet ALL the criteria below:

- Password should be eight (8) characters or more.
- Password should have at least an UPPER case letter.
- Password should have at least a special character.
- Password should not be the as previous passwords.



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Q. How do I reset my password?

A. These are the steps:

1. Open your browser and type **apps1.benilde.edu.ph/password**. Once directed, choose **Reset Password**.
2. On the Reset Password screen, input your **CSB Infonet account** and **alternate email**. To check and/or update your Alternate Email, follow instructions below:
 - For **students**, access the Contact Info module of **apps1.benilde.edu.ph/sis**.
 - For **faculty and associates**, access the Contact Information module of **apps1.benilde.edu.ph/hrdbweb**.
3. Open your alternate email. Choose the password reset email with the subject, **Reset Password** then click the **Click Here** link.
4. You will be re-directed to the Password Management system. Enter your new password twice then click the **Change Password button** to submit.
5. Once created, your new password will take effect in an estimated time frame of 20 minutes.

Q. What are the possible factors for not receiving the password reset link on my alternate email?

A. These are the following possible factors:

- It may go through your Spam folder.
- Your registered alternate email address is incorrect.

Q. How do I change my password if I know my Benilde Infonet username and password?

A. These are the steps:

1. Open your browser and type **apps1.benilde.edu.ph/password**. Once directed, choose **Change Password**.
2. On the Change Password screen, log in using your **Benilde Infonet account**.
3. Upon successful login, input your Current Password then enter your new password twice and click the **Change Password button** to submit.
4. Once created, your new password will take effect in an estimated time frame of 20 minutes.

Q. I reset my password using this system, will it take effect right away?

A. Once new password has been created, your new password will take effect in an estimated time frame of 20 minutes.



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Q. Do I need to login to any computer in Benilde before I can use my new password?

A. No need. Once new password has been created, your new password will take effect in an estimated time frame of 20 minutes.

Q. What do I do if my Benilde Infonet account is expired?

A. Kindly email at ithelpdesk@benilde.edu.ph for inquiry.

Q. I forgot to visit my alternate email after resetting my password, does the password reset link have expiration limit?

A. Yes. The password reset link sent to your alternate email is only valid for 24 hours. You may reset your password again after the expiration limit.

Q. My password has expired; can I change my password here?

A. Yes, you may change your password in the system. However, if your password is expired, you will not be able to login to any Benilde's application and PC. You may email at ithelpdesk@benilde.edu.ph for account activation inquiry.

Q. I am an Agency-hired employee, how can I reset my password?

A. The Self-service Password Management System is currently not available for you. You may email at ithelpdesk@benilde.edu.ph for inquiry.

Q. I am an alumnus of Benilde, can I reset my Benilde Email password here?

A. No. You may email the ithelpdesk@benilde.edu.ph to reset your password.

Q. I am not enrolled this but I am academically completed already. I need to access my Benilde email due to graduation requirements, can I reset my Benilde Email password here?

A. Yes. Your Benilde Email must be activated and you must have a registered alternate email.

Q. I am a retiree of Benilde, can I reset my Benilde Email password here?

A. No. You may email the ithelpdesk@benilde.edu.ph to reset your password.