NetID Management

Verifying Password Recovery Information for Existing TU Faculty, Staff and Students

Introduction

When Towson University introduces the new NetID Management tool, all existing TU faculty, staff, and students will be required to setup/verify recovery information which is used to recover a forgotten or expired NetID password. For existing employees, this means that you must login to the new system, set up three security questions and verify a recovery number and email address. This self-help document will guide you through this process.

Logging In

1. From your favorite browser type **towson.edu/netid**.

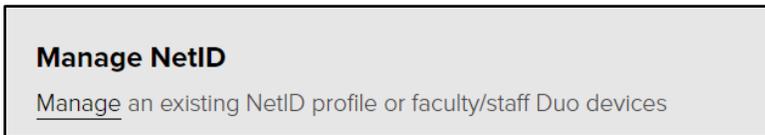2. Under the **Manage NetID** section, click the **Manage** link.

Manage NetID

Manage an existing NetID profile or faculty/staff Duo devices

Figure 1

3. Enter your **Username (NetID)** and **Password** on the **Towson University Authenticated Login** screen and click **Login**.

Towson University Authenticated Login

Use your Towson University NetID to log into

An External Service Provider
(https://iam-qa-idm.towson.edu/shibboleth)

Username

jsmith5

Password

••••••••••••

Login

Forgot Password   Manage My NetID

Terms and Conditions

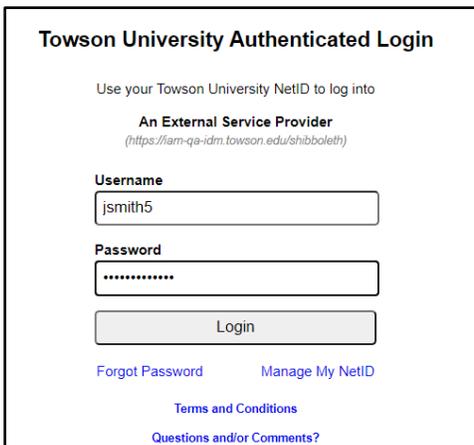**Questions and/or Comments?**

Figure 2

4. A **Welcome** message **may** appear instructing you to set up your **"Security Questions"**. Click **NEXT MESSAGE**. If not, move to the **Setting Security Questions** section below.
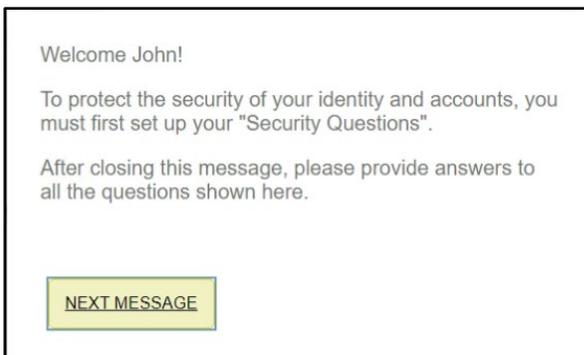
Welcome John!

To protect the security of your identity and accounts, you must first set up your "Security Questions".

After closing this message, please provide answers to all the questions shown here.

NEXT MESSAGE

Figure 3

5. An **Attention** message may appear (if you are qualified to set up DUO multi-factor authentication) with instructions on where to enable this function. Click **CLOSE**. If not, move to the **Setting Security Questions** section below.
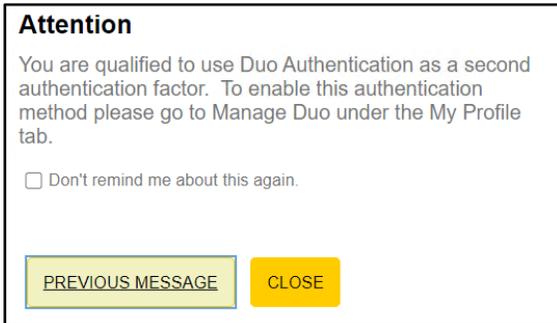
Attention

You are qualified to use Duo Authentication as a second authentication factor. To enable this authentication method please go to Manage Duo under the My Profile tab.

☐ Don't remind me about this again.

PREVIOUS MESSAGE   CLOSE

Figure 4

Setting Security Questions

1. Click on the **SECURITY QUESTIONS** tab at the top of the page. There are three default security questions. We recommend that you choose questions that are preferable to you. To change the question, click the **Pencil** icon beside a question and then click the drop-down arrow beside the existing question. Click on the desired security question.
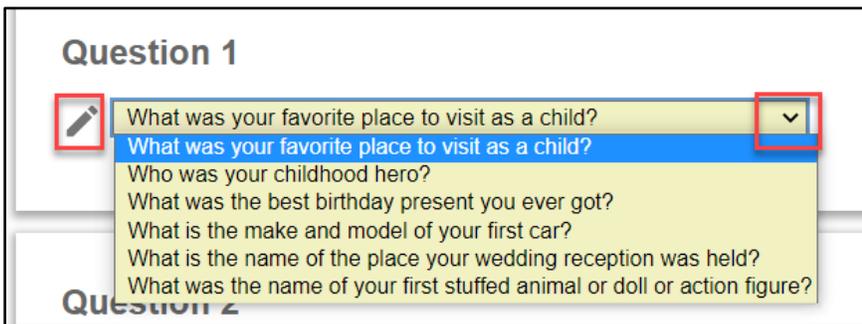
Question 1

What was your favorite place to visit as a child?
What was your favorite place to visit as a child?
Who was your childhood hero?
What was the best birthday present you ever got?
What is the make and model of your first car?
What is the name of the place your wedding reception was held?
What was the name of your first stuffed animal or doll or action figure?

Question 2

Figure 5

2. To answer a question, type your answer in the box above **Answer for Question #** and then confirm the answer by typing it again in the **Re-type Your Answer for Question #** box. Answers are **not** case-sensitive. If you click on the **SHOW ANSWERS** button at the bottom of the page, all answers will appear in lower case.
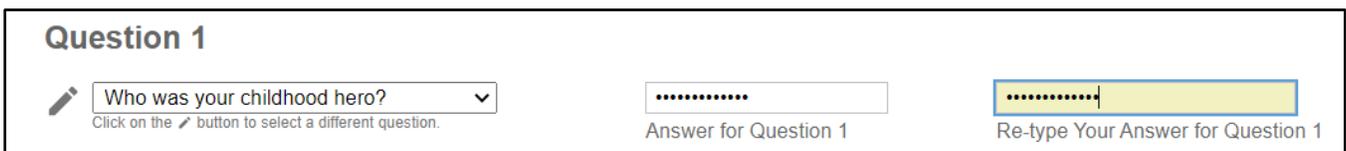
Question 1

Who was your childhood hero?
Click on the ✏ button to select a different question.

•••••••••••••   •••••••••••••

Answer for Question 1   Re-type Your Answer for Question 1

Figure 6

3. Repeat the process for Questions 2 and 3.

4. Note the buttons at the bottom of the page. You can **RESET ANSWERS**, **CLEAR ALL**, and **SHOW ANSWERS**.

RESET ANSWERS   SAVE   CLEAR ALL   SHOW ANSWERS

Figure 7

5. When you have set all your security questions, click **SAVE** at the bottom of the screen.

6. If an **Attention** box appears, click **CLOSE**.

Verification of Email and Phone

The recovery email and recovery phone are used for verification purposes when recovering a forgotten or expired password. Please use a personal email address and/or personal mobile phone number that can receive an SMS text message.

1. Click the **PROFILE** tab at the top of the window. You will see basic information tied to your NetID.

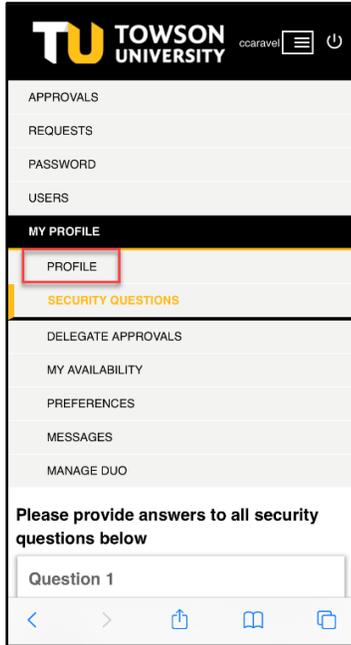**Note**: On a mobile device, click the **Hamburger** menu and choose **Profile**.

Figure 8

2. Scroll down to the **Password Recovery Email and Phone** section. The **Recovery Email** and **Recovery Phone** fields may already be prefilled with information pulled from PeopleSoft. This information may be incorrect, or it may not be your preferred recovery information. So, please verify this information and either change or add a **Recovery Email** and/or a **Recovery Phone** number in the designed fields.

Figure 9

3. Click the **SUBMIT** button at the bottom of screen when finished making changes.

4. The **Attention** box will appear. Enter the One-Time Passcode received in your recovery email account and as a text message from your recovery phone number in the appropriate boxes and click **Done**.

5. Click **Close** in the **Attention** box.

Logout

Click the **Logout** button in the upper right-hand corner of the screen when finished.
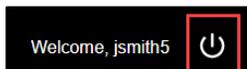

Figure 10