

NetID Management

Resetting Your Forgotten Password

Introduction

If you need to reset your password, you can do so with either a one-time passcode (OTP) sent to a mobile phone or email, or by using your existing security questions. This self-help document will take you through both methods.

Resetting NetID Password – Verification Code

1. From your favorite browser type **towson.edu/netid**.
2. Under the **Manage NetID Password** section, click the **one-time passcode** link.

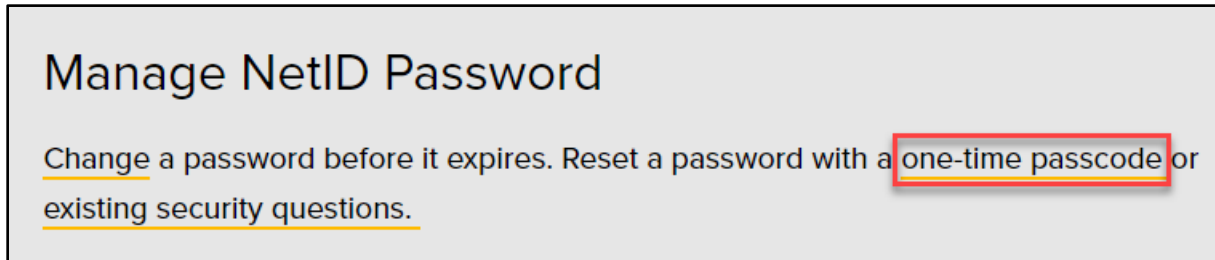


Figure 1

3. Verify your identity to request a **One-Time Passcode** by entering your user information into the required fields.

Figure 2

4. Click the **SUBMIT** button.
5. Choose your **Preferred Contact Method to receive your one-time passcode**. You may choose **Cellphone**, **E-mail** or **Both**. In this example, we will select **Cellphone**.

Figure 3

6. Click the **SEND ONE-TIME PASSCODE** button.

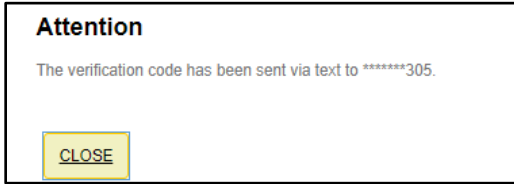


Figure 4

Note: The **one-time passcode** will expire after 30minutes.

7. Under the **Verification code** section, enter the **one-time passcode** you received.



Figure 5

8. Click the **VALIDATE** button.

9. The **Create New Password** screen will appear.

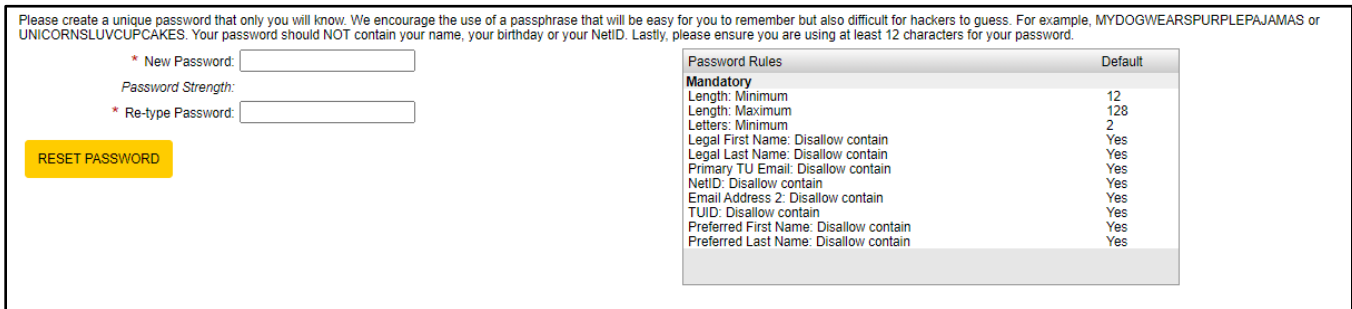


Figure 6

10. Enter a new password within the **New Password** field.

Note: Your new password must follow Password Rules listed.

11. Repeat the password in the **Re-type Password** field.

12. Click the **RESET PASSWORD** button.

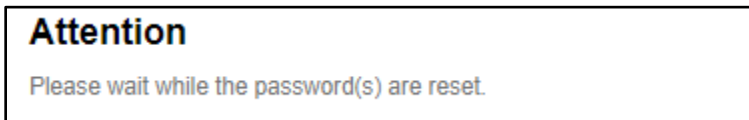


Figure 7

13. The **NetID Tools** webpage will appear as confirmation that you have successfully reset your NetID password.

14. Choose your **Preferred Contact Method to receive your one-time passcode**. You may choose **Cellphone**, **E-mail** or **Both**. In this example, we will select **Email**.

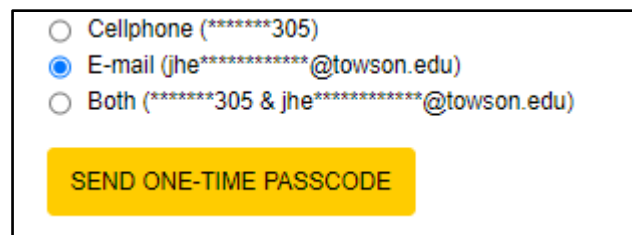


Figure 8

15. Click the **SEND ONE-TIME PASSCODE** button.

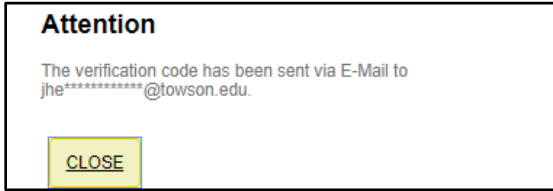


Figure 9

Note: The **one-time passcode** will expire after 30minutes.

16. Under the **Verification code** section, enter the **one-time passcode** you received.



Figure 5

17. Click the **VALIDATE** button.

18. The **Create New Password** screen will appear.

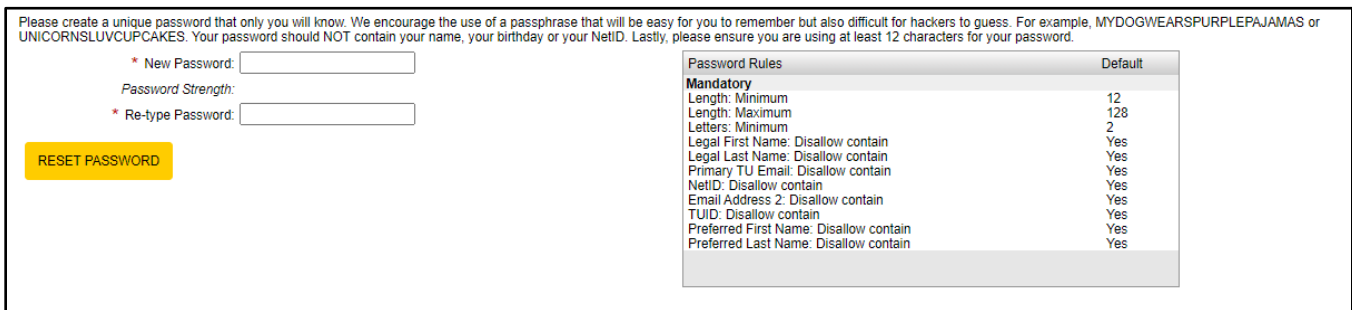


Figure 6

19. Enter a new password within the **New Password** field.

Note: Your new password must follow Password Rules listed.

20. Repeat the password in the **Re-type Password** field.

21. Click the **RESET PASSWORD** button.

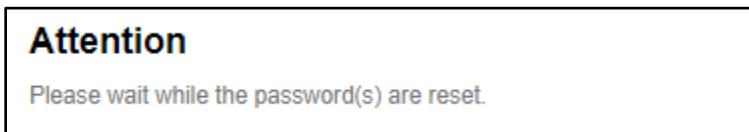


Figure 7

22. The **NetID Tools** webpage will appear as confirmation that you have successfully reset your NetID password.

23. Choose your **Preferred Contact Method to receive your one-time passcode**. You may choose **Cellphone**, **E-mail** or **Both**. In this example, we will select **Both**.

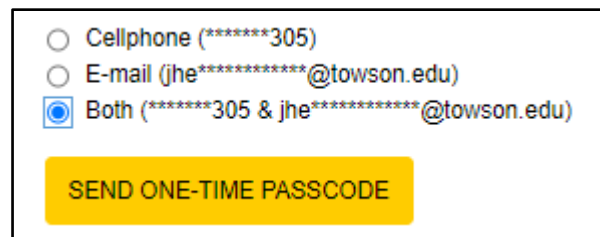


Figure 8

24. Click the **SEND ONE-TIME PASSCODE** button.

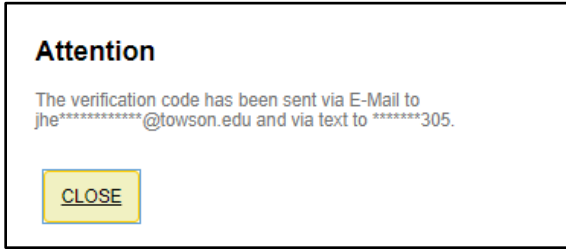


Figure 9

Note: The **one-time passcode** will expire after 30minutes.

25. Under the **Verification code** section, enter the **one-time passcode** you received.



Figure 10

26. Click the **VALIDATE** button.

27. The **Create New Password** screen will appear.

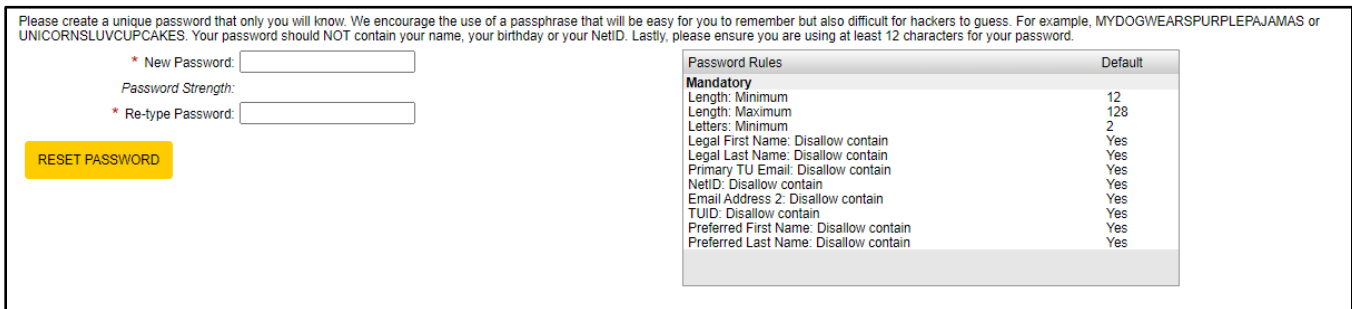


Figure 11

28. Enter a new password within the **New Password** field.

Note: Your new password must follow Password Rules listed.

29. Repeat the password in the **Re-type Password** field.

30. Click the **RESET PASSWORD** button.

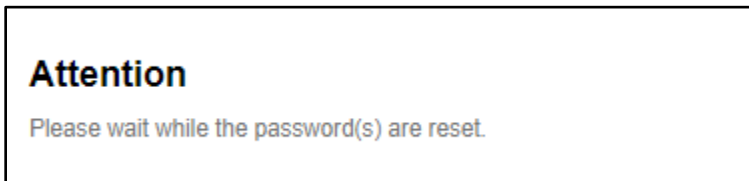


Figure 12

31. The **NetID Tools** webpage will appear as confirmation that you have successfully reset your NetID password. Additionally, you will receive an email confirmation.

Resetting NetID Password – Security Questions

1. From your favorite browser type **towson.edu/netid**.
2. Under the **Reset NetID Password** section, click the **existing security questions** link.

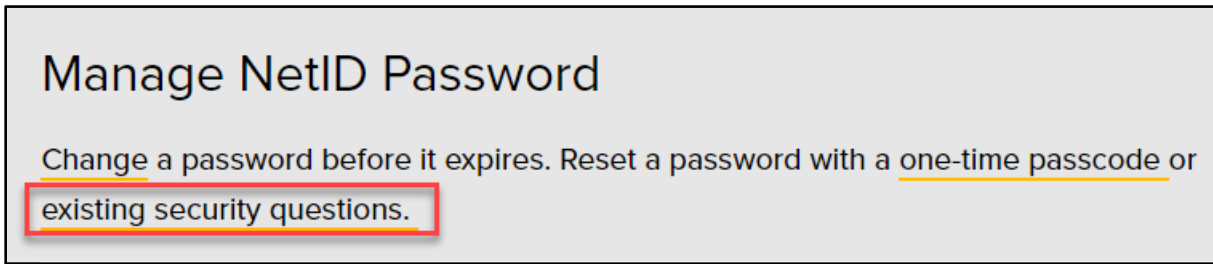


Figure 8

3. Verify your identity by entering your user information into the required fields.

Figure 9

4. Click the **SUBMIT** button.
5. Type your **Answers** to the security questions you selected when activating your account.

Figure 10

6. Click the **SUBMIT** button.

7. You will be required to validate your credentials via **DUO multi-factor authentication**.

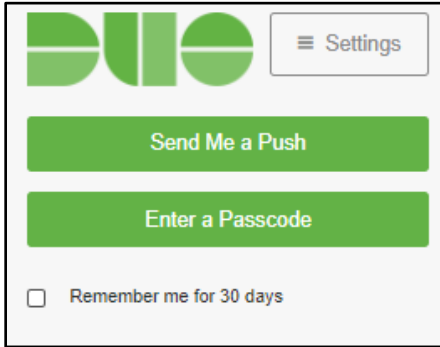


Figure 11

8. The **Create New Password** screen will appear.

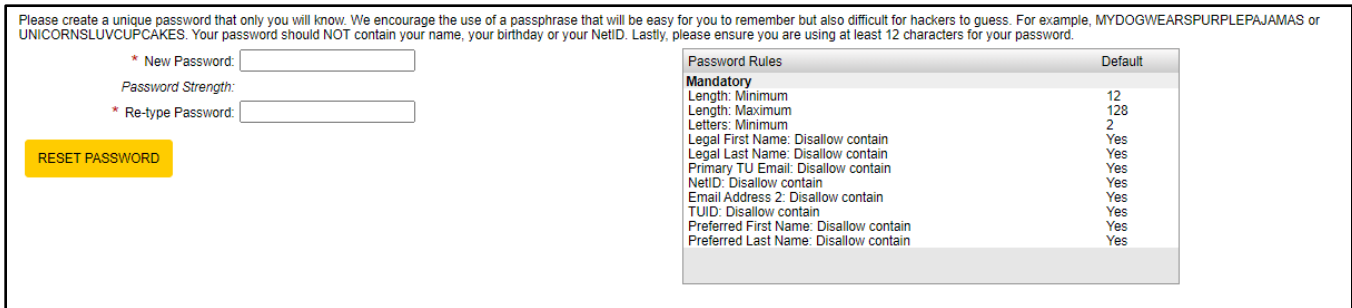


Figure 12

9. Enter a new password within the **New Password** field.

Note: Your new password must follow Password Rules listed beside the text boxes.

10. Repeat the password in the **Re-type Password** field.

11. Click the **RESET PASSWORD** button.

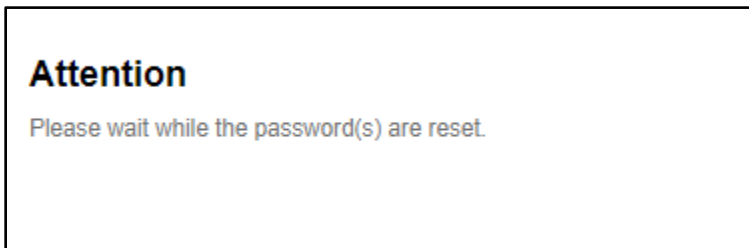


Figure 13

12. The **NetID Tools** webpage will appear indicating that You have successfully reset your NetID password.

Logout

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

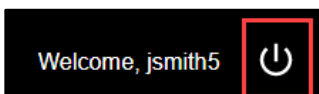


Figure 14