

# Reset Your Expired or Forgotten Password

Faculty/Staff

## Introduction

If you need to change your password or have forgotten it you can reset it by following the steps below:

1. Open your preferred web browser and navigate to [www.towson.edu/netid](http://www.towson.edu/netid). The **NetID Tools** page will appear.

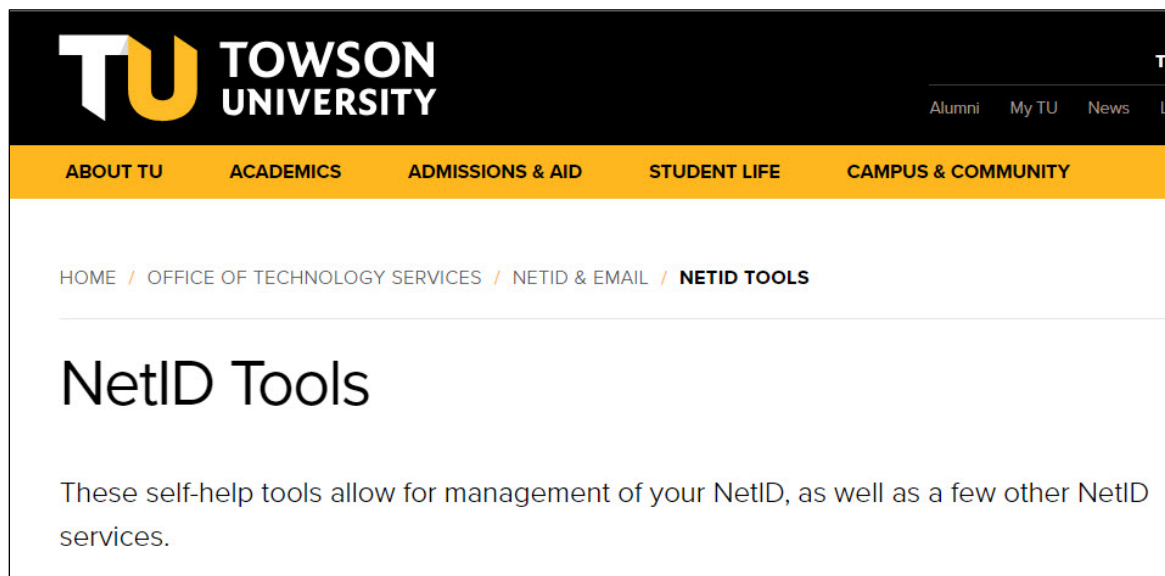


Figure 1

2. Scroll down the page and locate the **Reset a Forgotten or Expired Password** link below the **Faculty/Staff NetID Tools**.

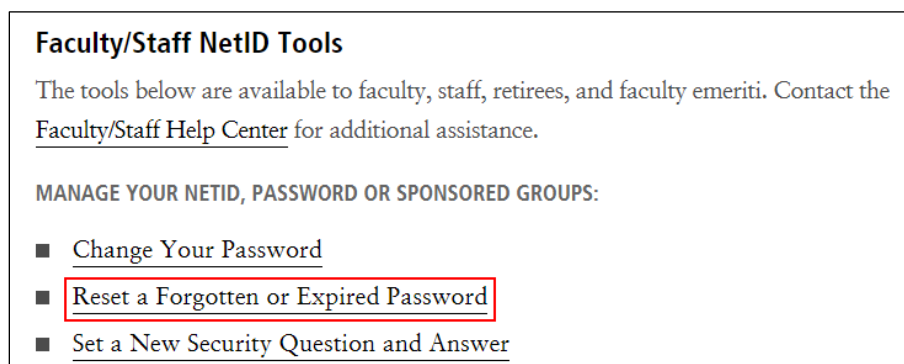


Figure 2

- The **Reset Your Password (Step 1 of 3)** screen will appear. Enter your **NetID (Username)**.

Introduction

Set Security Question and Answer

Reset Password using Security Question

Logout

## Reset Your Password (Step 1 of 3)

This page will allow you to answer your security question so that you can reset the password first confirm your identity.

NetID (Username):

Last 4 digits of Social Security Number or 7-digit TowsonID Number:

Date of Birth (MM/DD/YYYY):

Figure 3

- Enter the **last 4-digits of your Social Security Number**, or your **7-digit TUID**.
- Use the drop-down menus to select your **Date of Birth (MM/DD/YYYY)**.
- Click **Next**.

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## Reset Your Password (Step 2 of 3)

**Identity Confirmed.**

Before you can reset your NetID password, you must first successfully answer your Security Question. You originally provided when you originally set the question, and then click **Submit Answer** to proceed.

Your Security Question: **What is the name of the street on which you grew up?**

Type your Answer:

**Note:** Your answer is not case sensitive, and spaces and symbols will be ignored.

Figure 4

- The **Reset Your Password (Step 2 of 3)** screen will appear. A security question will appear in green type. Type the answer to the security question in the **Type your Answer** box.

8. Click **Next**.

**Figure 5**

9. The **Reset Your Password Step 3 of 3** screen will appear. Enter a new password within the **New Password** box.

**Note:** Your new password must follow the guidelines listed beside the text boxes.

10. Repeat the password with the **Confirm New Password** box.

11. Click **Set New Password**.

**Figure 6**

12. The **Manage your Security Question and Answer** window will appear indicating that **You have successfully reset your NetID password**. Click **Return to Towson University Home Page** to be returned to the main university page.