




Faculty/Staff: Reset Expired or Forgotten Password

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 =Shortcut  =Advice  =Caution

Your Towson U Account

Your Towson U account provides you with:

- Login access to any campus computer
- Access to your Towson U Outlook E-mail
- Access to Online Services for pulling information out of the PeopleSoft database program
- Access to Blackboard for Online courses

Process Summary

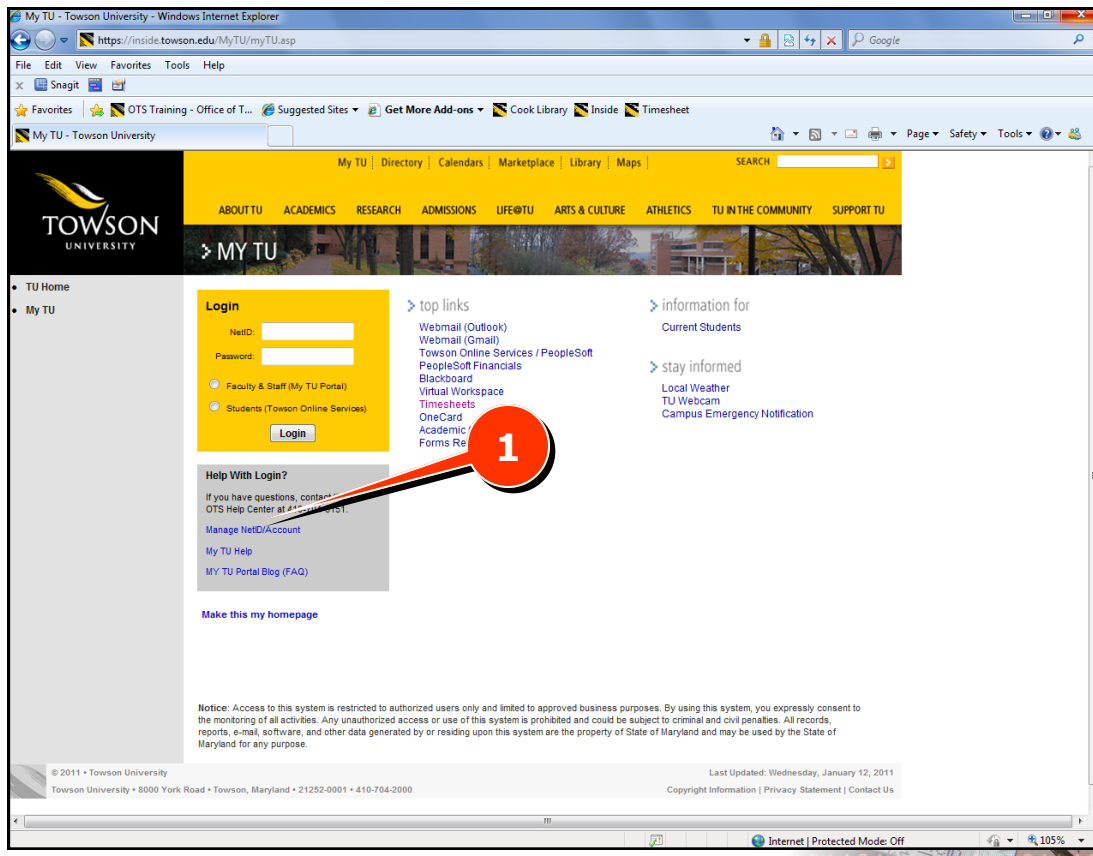
**Your TowsonU Account
Reset Your Forgotten or
Expired Password**

Reset Your Forgotten or Expired Password

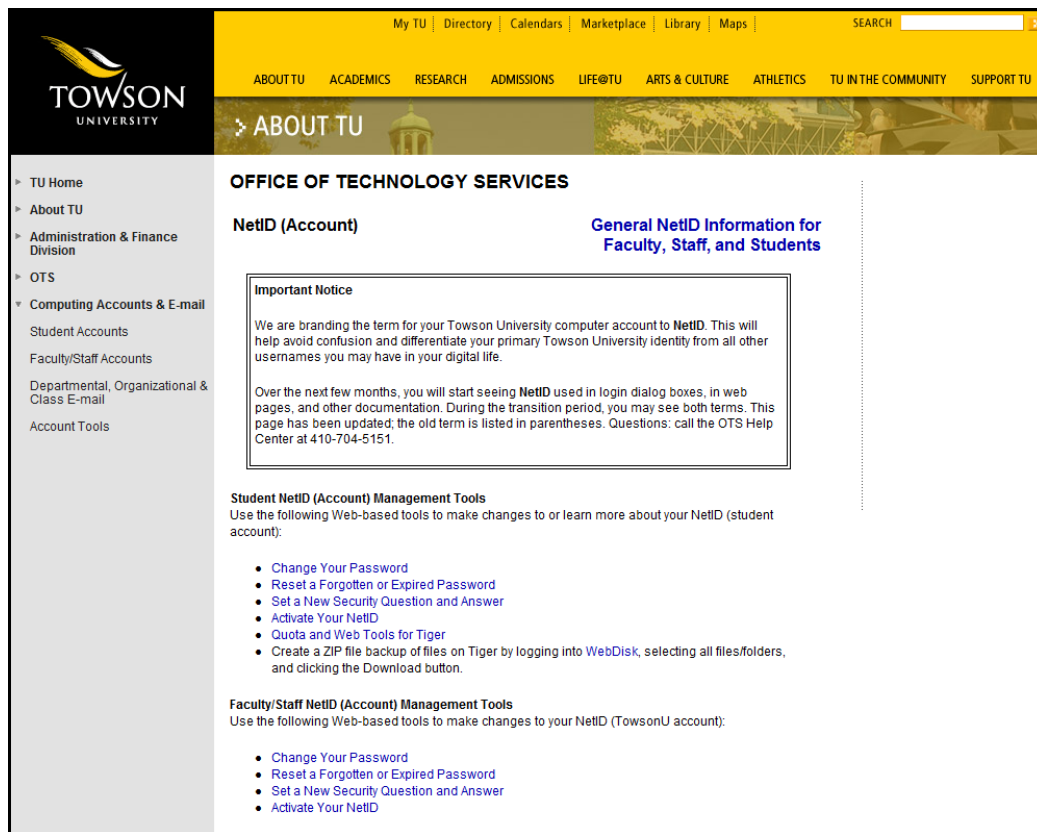
If you need to change your password or have forgotten it you can reset it:

1. Open your Web browser.
2. Navigate to Faculty/Staff Web portal: <http://inside.towson.edu>
3. Click the **Manage NetID/Account** hyperlink located in the **Help with Login?** box (Fig 1, 1).
4. The **Office of Technology Services NetID (Account)** page will appear (Fig 2).

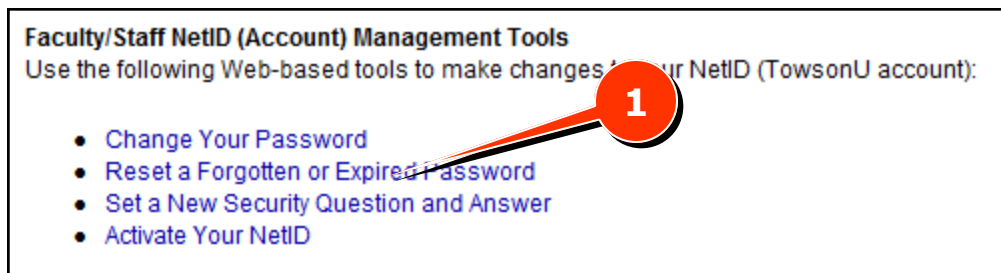
Figure 1



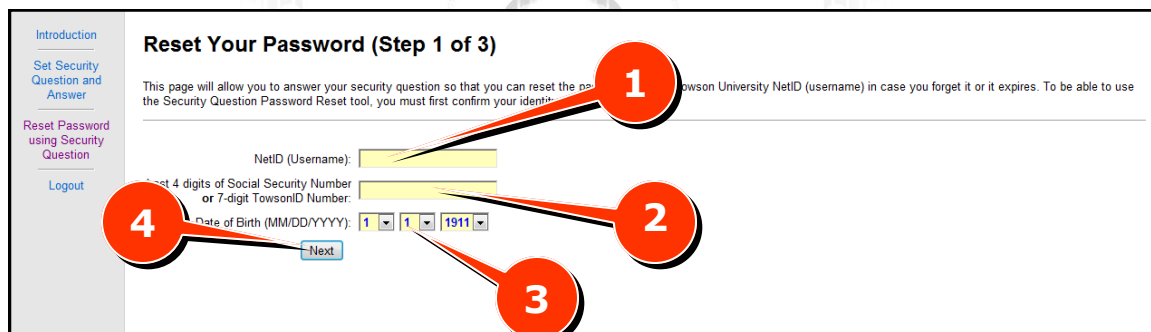
5. Scroll to and locate the **Reset a Forgotten or Expired Password** hyperlink under the **Faculty/Staff NetID (Account) Management Tools** section of the webpage (Fig 3, 1).
6. The **Reset Your Password (Step 1 of 3)** webpage appears (Fig 4).
7. Type your **NetID (Username)** in the **NetID (Username)** box (Fig 4, 1). **Figure 2**



8. Type your last 4 digits of your Social Security number or 7 digit **TowsonID** number in the **Last 4 digits of Social Security Number...** box (Fig 4, 2). **Figure 3**



9. Type your date of birth in the **Date of Birth (MM/DD/YYYY)** box (Fig 4, 3).
10. Click the **Next** button (Fig 4, 4). **Figure 4**



11. The **Reset Your Password (Step 2 of 3)** screen appears (Fig 5).
12. A security question will appear in green type. Type the answer to the security question in the **Type your Answer** box (Fig 5, 1).
13. Click the **Next** button (Fig 5, 2).

Figure 5

Reset Your Password (Step 2 of 3)

Identity Confirmed.

Before you can reset your NetID password, you must first successfully answer your Security Question. Your security question has been retrieved from your account and should be displayed below. Answer your security question with the answer you originally set. 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 special characters will be ignored.

14. The **Reset Your Password (Step 3 of 3)** screen appears (Fig 6).
15. Type in a new password in the **New Password** box (Fig 6, 1).
16. Repeat the password in the **Confirm New Password** box (Fig 6, 2).
17. Click the **Set New Password** button (Fig 6, 3).

Figure 6

Reset Your Password (Step 3 of 3)

You have successfully answered your Security Question. Now reset your password using the form below. Before choosing a new password, take note of the password requirements below.

New Password:

Confirm New Password:

Your new password must:

- Be at least 2 days old before you can change it again
- Be at least 8 characters in length
- Use at least 3 of the following 4 different types of characters:
 - uppercase letters
 - lowercase letters
 - numbers
 - symbols: #!\$%&*+,-./:;<=>?_
- Not be an incremental change from a previous password (for example, you cannot use "Password45" after "Password44")
- Not contain any part of your name
- Not be one of your last 5 passwords



Your new password must follow these guidelines:

- Be at least 8 characters in length
- Use at least 3 of the following 4 different types of characters: uppercase letters, lowercase letters, numbers, symbols
- Not be an incremental change from a previous password (for example, you cannot use "Password45" after "Password44")
- Not be one of your last 5 passwords

18. The **Manage your Security Question and Answer** page will appear indicating that **You have successfully reset your NetID password** (Fig 7).
19. Click **Return to Towson University Home Page** (Fig 7, 1) to be returned to the main university page.

Figure 7

Manage your Security Question and Answer

You have successfully reset your NetID password.

[Return to Towson University Home Page](#)