Forgot a Password?

**Password Station**

This system lets you reset your network password, and works with your web browser. Your NetID and password are used for most campus electronic services including Microsoft Office 365, Moodle, Engage, and MyFurman.

To use the Password Station you must first enroll in the system. When you enroll you will be asked to select three challenge questions (and answers). If you forget your password, you will be able to reset your password by correctly answering your challenge questions.

In addition to letting you reset your password over the web, the Password Station will also send you email notices when your password is about to expire.

**OR**

**On-Campus**

Students, faculty, and staff members that need to have any password reset should come to the IT Service Center. The IT Service Center is located on the lower level of the Duke Library. Individuals must show a photo ID in order to have a password reset.

**Off-Campus**

Students, faculty, and staff members that are off-campus and need to have a password reset should contact the IT Service Center at 864-294-3277. ITS must verify your identity before we can change your password. We have two options available to reset your password if you cannot visit the IT Service Center:

- The IT Service Center can reset your password and mail the information to your home address.
- Using a video conferencing session such as Skype or Facetime.