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Forgot your Password? You can reset it yourself

Jeff Clark - 2025-06-20 - [Accounts and Access](#)

Reset Your Password

You no longer have to call the Help Desk for a reset! The power is all yours!

Existing FAU Account

1. Go to <https://accounts.fau.edu/>
2. Select **Forgot Your Password**

The screenshot shows the FAU Accounts Self-Service page. At the top is the FAU logo and navigation links: HOME, HELP DESK, ACCOUNTS FAQ, and EMAIL FAQ. Below the navigation bar is a welcome message: 'Welcome to FAU Account Self-Services' and 'Select your options from the menu below.' There are four main service tiles: 'Activate Your FAUNet ID' (with subtext 'Activate your FAU account'), 'Forgot Your Password' (with subtext 'Reset your password' and highlighted with a red box), 'Manage Your Account' (with subtext 'Update password and recovery options'), and 'Lookup Your FAUNet ID' (with subtext 'Find your FAU username').

3. Enter your **FAUNet ID** then **Continue**

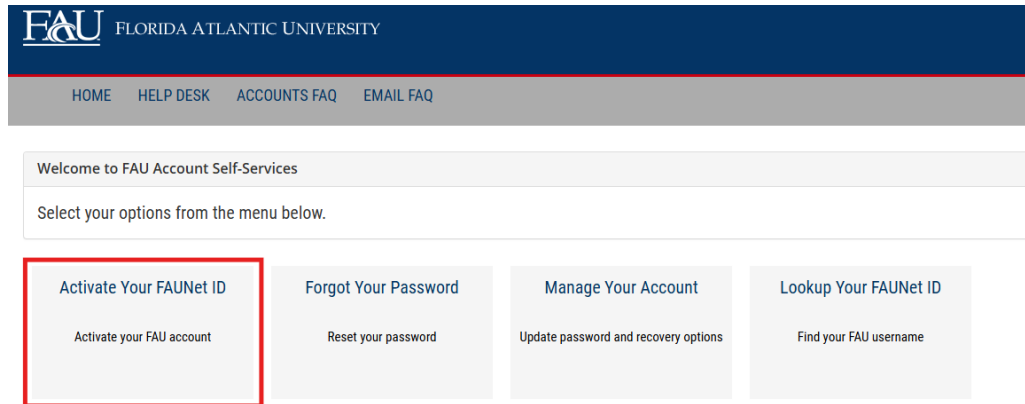
The screenshot shows the 'Forgot Your Password' form. It has a title bar 'Forgot Your Password' and a message: 'Enter your FAUNet ID to reset your forgotten password. If you don't know your FAUNet ID visit [Forgot FAUNet ID site to look it up.](#)' Below this is a text input field labeled 'FAUNet ID'. At the bottom, there is a CAPTCHA section with a checkbox labeled 'I'm not a robot' and a CAPTCHA image. To the right of the CAPTCHA are links for 'Privacy' and 'Terms'. A blue 'Continue' button is located below the CAPTCHA.

4. Choose recovery method
5. Follow remaining instructions

New to FAU

1. Go to <https://accounts.fau.edu/>

2. Select **Activate Your FAUNet ID**

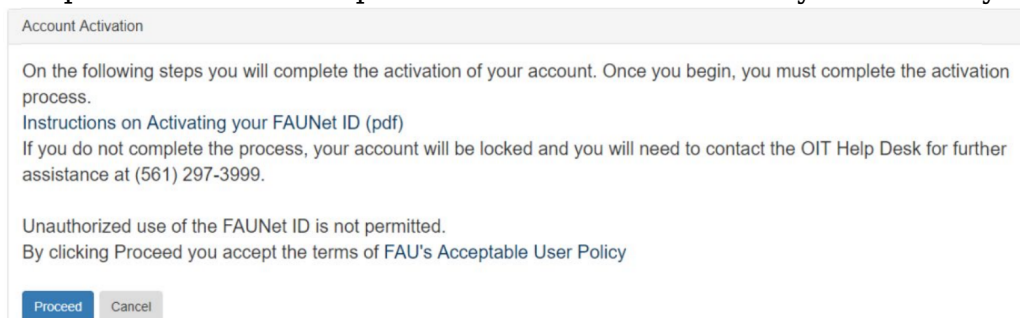


Welcome to FAU Account Self-Services

Select your options from the menu below.

| | | | |
|---|--|--|--|
| Activate Your FAUNet ID Activate your FAU account | Forgot Your Password Reset your password | Manage Your Account Update password and recovery options | Lookup Your FAUNet ID Find your FAU username |
|---|--|--|--|

3. You will receive a warning that once you begin, you must complete the activation process. Click **Proceed** when you are ready.



Account Activation

On the following steps you will complete the activation of your account. Once you begin, you must complete the activation process.

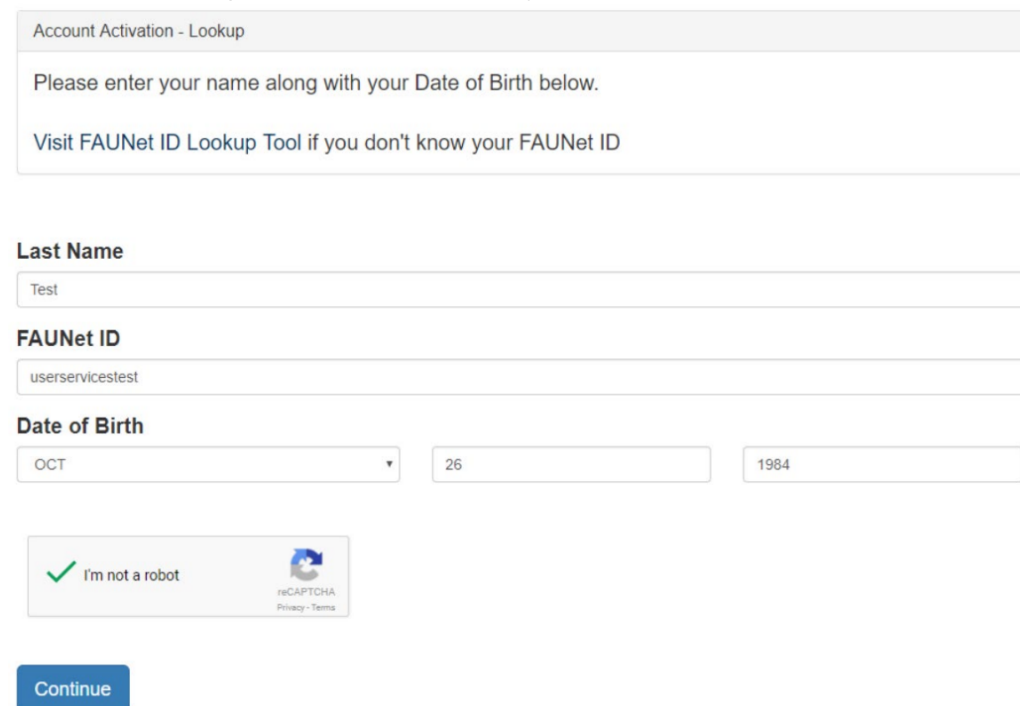
[Instructions on Activating your FAUNet ID \(pdf\)](#)

If you do not complete the process, your account will be locked and you will need to contact the OIT Help Desk for further assistance at (561) 297-3999.

Unauthorized use of the FAUNet ID is not permitted.
By clicking Proceed you accept the terms of [FAU's Acceptable User Policy](#)

[Proceed](#) [Cancel](#)

4. Enter your **last name**, **FAUNetID**, and **Date of Birth**. Click **Continue**. Note: If you do not know your FAUNetID, please return to the home page and click Lookup your FAUNet ID.



Account Activation - Lookup


Please enter your name along with your Date of Birth below.

[Visit FAUNet ID Lookup Tool if you don't know your FAUNet ID](#)

Last Name
Test

FAUNet ID
userservicetest

Date of Birth
OCT 26 1984

☒ I'm not a robot  [Privacy - Terms](#)

[Continue](#)

5. Continue through the Activation process
6. Check your personal e-mail account for the verification e-mail.
The subject line is "FAU Account Activation Link."
7. Open the e-mail and click on the **Confirm Recovery Email** button.

8. Click **Continue** to complete activation.
9. Enter and confirm your new password. Click Continue. Please wait a moment while the password synchronizes through the systems.
10. Once it is complete, you will see "Your password has been saved."

Click here to learn how to set up security questions

To set up your security questions and/or the SMS (text) phone number, visit the [FAU Accounts Services portal](#) and click on the "**Manage Your Account**" tile. Log in with your FAUNet ID and current password. Then select "Change your Security Questions" and/or "Change your SMS Number."

Once the security questions and SMS number have been added to your account, you will be able to use the "Forgot Your Password" self-service feature by providing your FAUNet ID. If you have provided a phone number for SMS you can use the "Send SMS" option to receive a verification code, or choose "Number Incorrect" option to answer your security questions. After providing a verification code or answering the security questions, you will be able to set a new password.

The Office of Information Technology highly recommends that you take advantage of this service.

If you are not successful in receiving a verification code via SMS or answering the questions, please contact the OIT Help Desk (561) 297 3999 for further assistance with resetting your password.