



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-Services 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. Select your options from the menu below.' There are four main options: 'Activate Your FAUNet ID' (with subtext 'Activate your FAU account'), 'Forgot Your Password' (with subtext 'Reset your password' and highlighted by a red box), 'Manage Your Account' (with subtext 'Update password and recovery options'), and 'Lookup Your FAUNet ID' (with subtext 'Find your FAU username').

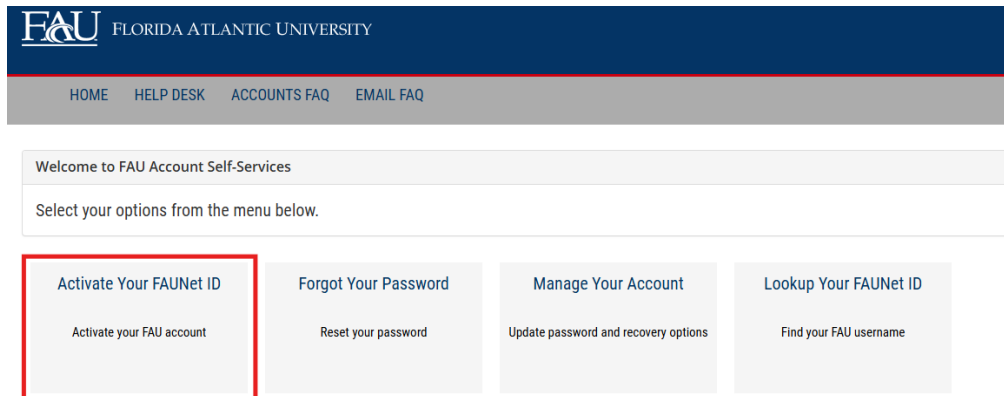
3. Enter your **FAUNet ID** then **Continue**

The screenshot shows the 'Forgot Your Password' form. It has a title 'Forgot Your Password' and a instruction: '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. A blue 'Continue' button is located at the bottom left of the form.

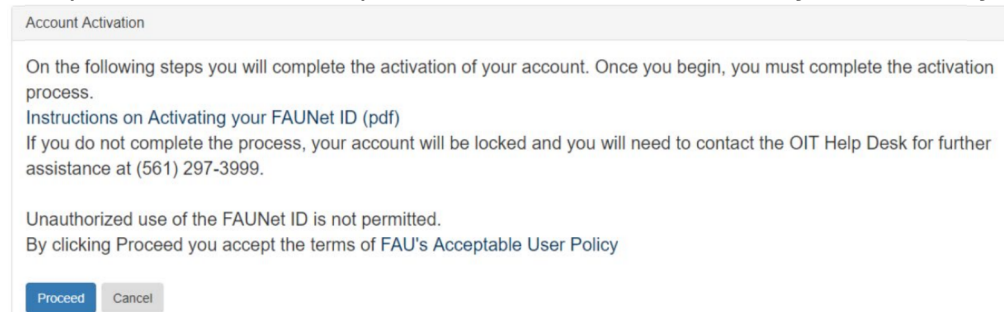
4. Choose recovery method
5. Follow remaining instructions

New to FAU

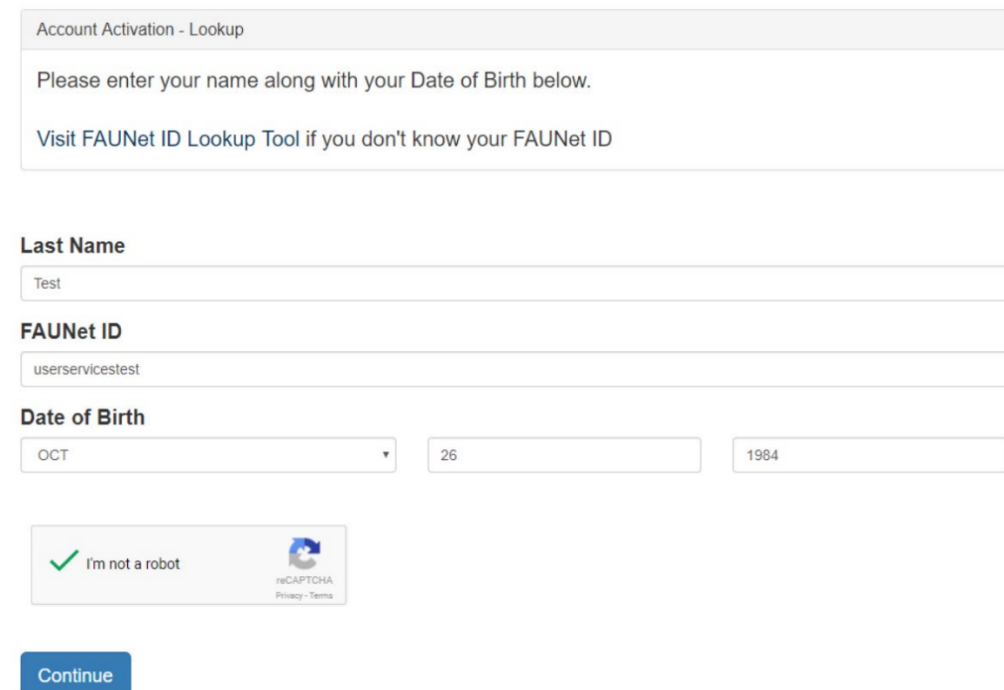
1. Go to <https://accounts.fau.edu/>
2. Select **Activate Your FAUNet ID**



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



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.



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.