FLORIDA ATLANTIC UNIVERSITY
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College of Medicine

Knowledgebase > Accounts and Access > Forgot your Password? You can reset it yourself

Forgot your Password? You can reset it yourself

Jeff Clark - 2023-07-20 - Accounts and Access

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

How It Works

FAU FLORIDA ATLANTIC UNIVERSITY

HOME   HELP DESK   ACCOUNTS FAQ   EMAIL FAQ

Welcome to FAU Account Self-Services

Select your options from the menu below.

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

Link to FAU Account Self Services

https://accounts.fau.edu/

If you are new to FAU, during **initial activation of your FAU account,**
select "Activate Your FAUNet ID", you will be asked to provide a recovery email address. You also have the option of providing a text-enable (SMS) cell phone number to which you can receive a verification code should you ever need to reset your password in the future.

If you have an existing FAU account, you can utilize the **"Forgot your Password"** self-service feature available on the **FAU Account Self-Services portal** as long as you have the recovery email address, security questions, or SMS (text) enabled phone number set up. This means you do not have to contact the OIT Help Desk for a password reset.

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.