

# NetID Password Reset

## If your password has expired and you know your current password:

1. Go to [fairfield.edu/password](http://fairfield.edu/password) (Please note that you do not have to type www. before the address).
2. Please enter your NetID (Either Firstname.Lastname for students or FirstInitialLastname for Faculty and Staff).
3. Enter your old password.
4. Select the "Change Password" option.
5. Input a new password that satisfies the password requirement listed above the new password boxes. Ensure that you put the password in both the "New Password" and "Confirm Password" boxes.
6. Select the red button to ">>Change Password" .
7. Do not leave or close the browser until the "Continue" button appears and prompts you to close the browser.

*You can then login with your new password to all university services that authenticate using NetID.*

## If you have forgotten your current password or the first method is unsuccessful:

1. Go to [fairfield.edu/password](http://fairfield.edu/password) (Please note that you do not have to type www. before the address).
2. Select the "Forgotten Password" option.
3. Enter your NetID and please click the "Search" link.
4. Answer the 3 challenge questions that are displayed. Select "Check Responses" when you have answered the 3 questions.
5. If the message "One or more responses are not correct. Please try again." is displayed, you can attempt to answer the questions again.
6. Upon answering these correctly, NetID Manager will allow you to change your password.
7. Input a new password that satisfies the password requirement listed above the new password boxes. Ensure that you put the password in both the "New Password" and "Confirm Password" boxes.
8. Select the red button to ">>Change Password" .
9. Do not leave or close the browser until the "Continue" button appears and prompts you to close the browser.

*You can then login with your new password to all university services that authenticate using NetID.*

## If the above methods are unsuccessful:

If you are unable to reset your password using one of the above methods, you will need to call or visit the Help Desk and a technician can perform a manual password reset. Please note that manual password resets can **NOT** be done through the ticketing system or chat.

**PLEASE NOTE:** *If you have entered the wrong password 3 or more times you will get temporarily locked out of your account. After 15 minutes your account will be automatically unlocked.*

**For further assistance, please visit the ITS4U Help Desk located in NYS 215 or call 203-254-4069 during business hours.**

**Hours can be found here: ITS4U Help Desk Hours of Operation**