I forgot my password, can I have it reset?

Answer

There are several options for having it reset, depending on what you are trying to do:

A. Self-Service Password Reset

In order to use the Self-Service Password Reset, you will need 1 of the following:

- **A valid certificate**
  - If you have a valid MIT personal certificate installed, and want to reset the password, you can reset your password online by visiting [Change Your Kerberos Password](#) (it is the second option on the page.)

Be sure you have cookies enabled or you'll get unknown user error messages.

- **Push-Enabled Duo Two Factor Authentication Device**
  - If you have a Push-Enabled device enrolled in Duo, and want to reset the password, you can reset your password online by visiting [Change Your Kerberos Password using Duo Push](#)

B. Contacting IS&T Service Desk

If you've forgotten your (Athena/Kerberos) password and/or are trying to obtain a new certificate, The IS&T Service Desk can reset your password in the IS&T Service Desk Walk-in Support Center in E17-106 (Monday through Friday from 9:00 AM until 5:00 PM).

You must have a valid Photo ID in order to have your password reset by IS&T. Picture ID is required so that they can verify your identity and make sure they are resetting the right person's password.

If you are unable to stop by building E17 during those hours, please email a [selfie with you holding a photo ID](#). Please be sure the name and photo on the ID are clear and please do not cover any part of your face with the ID. Also include your Kerberos username and a phone number we can use to reach you. Email it to accounts@mit.edu.

(If you send us a driver's license, please redact the license number and birth year - that's considered sensitive information and we don't want to keep it!)

Whichever method you choose, please keep in mind the following requirements regarding secure passwords:

1. The password must be equal to or greater than 8 characters.
2. It must have at least 2 character classes. Character classes that can be used are capital letters, lower case letters, numbers, symbols, and punctuation marks.
3. It must not be one of the three previous passwords you have used.
4. It must not be a commonly used dictionary word (however, a pass-phrase, i.e., more than one dictionary word strung together, is a good version of a strong password, as long as it cannot be easily guessed).

For more information and recommendations on changing your password, please read this article on [Strong Passwords](#).

If you have questions about the password resetting procedure, please contact servicedesk@mit.edu or call us at 617-253-1101

⚠️ The internal-facing version of this and the service desk password reset stock answer is here: [hd:MIT Kerberos Accounts Stock Answer on Resetting Password]