I forgot my password, can I have it reset?

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Answer

First, please make sure you are using the correct password. Your Kerberos password may be different than the password you normally use to log in or check your e-mail if you have a departmental account (such as @sloan.mit.edu, @csail.mit.edu, @math.mit.edu, @plant.mit.edu, etc).

If you're sure you need your password reset, there are multiple options:

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

Visit the IS&T Service Desk

Due to the evolving Covid-19 situation, the Atlas Service Center ceased in-person services as of Tuesday, March 17 at 6:00pm.

IS&T Service Desk walk-in IT help and repair services will not be offered in the Atlas Service Center until further notice. If you have questions or need assistance, contact the IS&T Service Desk at any time 24/7 at 617-253-1101 or servicedesk@mit.edu.

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 M-F, 8AM - 5PM.

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. Valid ID's include MIT ID, driver's license, state ID card, military ID, or passport.

Contact the Service Desk from Off Campus

If you are unable to stop by building E17, please email a [selfie with you holding a photo ID](mailto:accounts@mit.edu). 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 contact you. Email it to accounts@mit.edu. If you need to provide your ID in this way, we only need your face and ID in the image. It is very important that we can read the ID from this photo, please make sure the ID is in focus and can be read from image before sending it to us as an attachment. Do not send us pictures of just your ID, you must be present in the image holding the ID for it to be a valid for identity verification.
**Tip:** Getting closer to the camera and having someone assist you with taking this photo can make this method of password reset easier.

(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!)

**Lincoln Laboratory**

Please see our steps found here: [Resetting Kerberos Password for Lincoln Laboratory Employees](#).

**Password Requirements**

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](#)