What should I do if I cannot remember my Kerberos password?

Q: What should I do if I cannot remember my Kerberos password?

Redirection Notice
This page should redirect to I forgot my password, can I have it reset?.

If you have forgotten your Kerberos password, the easiest thing to do is to come to building E17-106 (40 Ames St.) and visit the Atlas Service Center IT Walk-in Support. We are open from 9am to 5pm on regular business days, and we are closed on Institute Holidays. Please bring your MIT ID, driver's license, state ID card, or passport.

Lincoln Laboratory

If you are located at Lincoln Laboratory, please visit this web page http://llwww-archive/Resources/LLID/kerberos-pw.html (this URL only works when accessed from a computer at Lincoln Laboratory), or contact the Lincoln Lab Technology Group at 781-981-4357 or help@ll.mit.edu

Additionally, due to the difficulty of verifying users' identities at Lincoln Lab, the staff at the Workforce Service Center, WSC, will be allowed to verify a user in person on our behalf. They will notify us that the user was properly verified.
The list of people allowed at LL WSC to verify users is:

- D. Mark Sprague
- Colleen Campbell
- Kristen Thompson
- Patricia Shwab

Off Campus

If you are unable to stop by building E17 during those hours, please email a selfie with you holding your 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 a photo of your driver's license, please be sure to redact the birth year and license number - this is personal and sensitive information, so we don't want to keep it!

If you have additional questions, please contact us at accounts@mit.edu or x3-1325.