How To Reset Your Password

Resetting your password has never been easier. Whether your password expired or you just don't remember what it is follow these steps to get you back up and running
*Note: for faculty/staff this should be done while on VPN or in the office connected to the network to change your login to your FPU computer.

1. In your web browser go to office.com

2. If you are still currently logged in to office your screen will look like this. Click the picture icon (it will be different for everyone and may be initials rather than a picture) highlighted in this example and sign out. This will bring you to the Office home screen. If you are not currently logged into office skip to step 3.
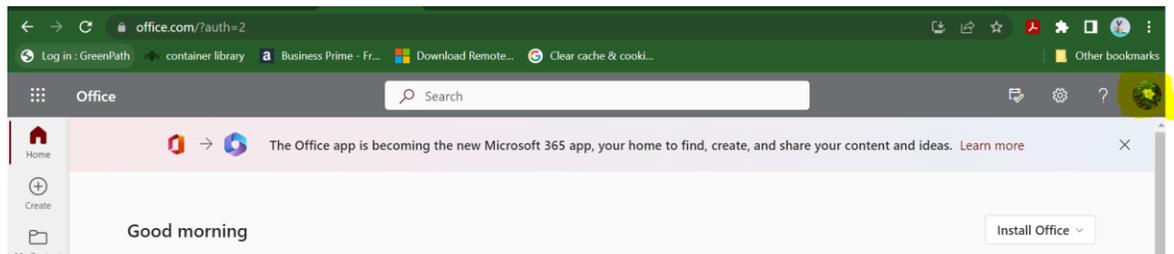
3. On the top right corner you will see . Click there

4. Choose Work/School option
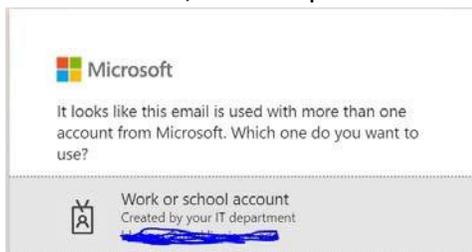
5. Put your FPU email address in the box then choose Forgot My Password by the

    Forgot my password

    password field

6. Run through the prompts to reset the password

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7. Choose the option that suits your needs.

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Get back into your account

Why are you having trouble signing in?

◉ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

○ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next   Cancel

8. Choose the option that best suits your needs for verification. If you do not have an alternate email then texting your cell phone will prompt you to enter a phone number.

Get back into your account

verification step 1 > verification step 2 > unlock your account

Please choose the first contact method we should use for verification:

◉ Email my alternate email   You will receive an email containing a verification code at your alternate email
                                     address (sh********@yahoo.com).

○ Text my mobile phone

○ Call my mobile phone   Email

○ Call my office phone

○ Approve a notification on my
   authenticator app

○ Enter a code from my
   authenticator app

9. Once that is complete following the remaining prompts to finish the reset process.

10. When the process is complete this new password will be used for all Single Sign On applications you use

*Note for faculty/staff: If you are not connected to the University network either on campus or via VPN (Forticlient) the password to your machine will not change. You will need to do that separately (instructions below).

When remote follow these steps to change your laptop login password
1. Be logged into your laptop with the old password

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2. Connect to VPN using Forticlient
3. Lock the computer using Ctrl+Alt+Del and choosing LOCK
4. Using Ctrl+Alt+Del unlock the computer by entering your new password.