


How To Reset Your Password

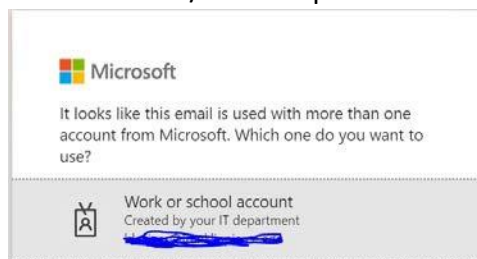
Resetting your password has never been easier. Whether your password expired or you just don't remember what it is follow these steps to get you back up and running

*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

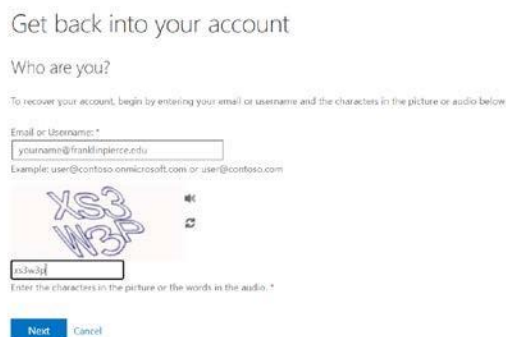
2. On the top right corner you will see  . Click there

3. Choose Work/School option



4. Put your FPU email address in the box then choose [Forgot My Password](#) by the password field

5. Run through the prompts to reset the password



6. Choose the option  that suits your needs.

FranklinPierce
UNIVERSITY

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

- 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

Call my office phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

Email

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

- Be logged into your laptop with the old password
- Connect to VPN using Forticlient
- Lock the computer using Ctrl+Alt+Del and choosing LOCK
- Using Ctrl+Alt+Del unlock the computer by entering your new password.