

I forgot my password, can I have it reset?

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Domain Users

If you are using a computer joined to the WIN.MIT.EDU domain, and use your Kerberos credentials to log into your computer, you may find this page helpful: [Remote Domain Computers and Password Changes](#).

Self-Service Password Reset

Ensure the password you need reset is your **Kerberos** password. If you're attempting to access [Google Workspace](#), or departmental email (e.g. sloan.mit.edu, csail.mit.edu, math.mit.edu, plant.mit.edu), then you may need to reset a *different password*, as those services do not use Kerberos or Touchstone for authentication.

To reset your password yourself, there are two options.

[Reset via a Valid Certificate](#)

If you have a valid MIT personal certificate installed you can reset your password online by visiting [Change Your Kerberos Password](#) (see second option on the page.)



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

[Reset via Push-Enabled Duo 2FA Device](#)

If you have a push-enabled Duo device, you can reset your password online by visiting [Change Your Kerberos Password using Duo Push](#)

For requirements and recommendations when setting a new password, please see the [Strong Passwords](#) article.

Request Password Reset from Service Desk

If you do **not** have a push-enabled Duo device, nor a valid MIT certificate, then you will need to contact the Service Desk.

Email accounts@mit.edu with the following information:

1. Statement that this is a password reset for your MIT/Kerberos account
2. Your MIT.EDU email address or Kerberos username
3. A photo of yourself, holding a valid photo ID (this can be your MITID card, national or state-issued license, etc.)
4. An alternate email address where you can be reached

Please be sure the **name and photo on the MIT ID are clear** and please do not cover any part of your face with the ID.

It is very important that we can read the ID from this photo, so please make sure the ID is in focus and **can be read** from the 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 and holding the ID for it to be a valid form of identification 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 do not have an MIT ID, you can email accounts@mit.edu and request ID verification through a Zoom meeting. You can also visit the Atlas Service Center on the bottom floor of E17 for in-person assistance.

For requirements and recommendations when setting a new password, please see the [Strong Passwords](#) article.

Lincoln Lab Employees

All of the above methods for resetting your kerberos password are also available for Lincoln Lab employees.

Related links

- [Certificates Landing Page](#)
- [Remote Domain Computers and Password Changes](#)
- [Strong Passwords](#)

Troubleshooting

- [What to do if a browser or App is prompting for a password after updating my certificate?](#)