How do I reset a forgotten password?

You have two options to reset a forgotten password. Both require you to come up with a completely new password. One of them is self service through the NetID website, and the other requires calling our office and having an Administrative Password Reset done on your account. Instructions for the first method are shown below.

**Students:** You will need your Student ID number (the 8-digit S-number), birthdate, CatCard, and either your Secret Hint answer or mobile device set up for the Mobile Passcode system before proceeding.

**Staff/DCC:** You will need your EmplID number (8-digit, 9-digit Employee IDs need to have the middle zero removed to be used), birthdate, CatCard, and either your Secret Hint answer or mobile device set up for the Mobile Passcode system before proceeding.
1. Go to [http://netid.arizona.edu](http://netid.arizona.edu).

2. Click on the link marked **Reset Forgotten Password**.

   Choose from the following:
   - Create UA NetID
   - What's my UA NetID?
   - Change UA NetID Settings
   - WebAuth Preferences
   - Change UA NetID Password
   - Reset UA CatMail Password
   - Reset Forgotten Password
   - Unlock your UA NetID
   - Create or Change Computer Accounts (e-mail, etc.)

**Further information:**

- Guidelines for selecting a good NetID and password
- Computing Guidelines & Policies
- Central computing services
3. Choose your affiliation and hit Next.

Select Affiliation
Please enter the requested information in the forms that follow. After you identify yourself, you will be asked to create a new NetID password.

This process will also reset your CatMail password, which is used to set up other applications or mobile devices to read email or sync calendar from CatMail. Your new CatMail password will be emailed to you. Once reset, if you receive email via CatMail, please check CatMail from the Web (when you see UA's WebAuth login screen) to retrieve your new CatMail password.

Your affiliation is your association with the University of Arizona (UA). Please check the button that best describes your primary affiliation with UA.

- UA Student
- UA Employee (Faculty, Staff, Appointed)
- UA Designated Campus Colleague (DCC)

Next >

4. Enter the information that the system requests from you and hit Next.

For Students:

Identify Yourself (Student)
Enter the following information below:

- **Your student ID**
- **Your birthdate**

  **Student ID:**

  **Birthdate:** Month: Jan Day: 01 Year: 

  Next >

For Employees or DCCs:

Identify Yourself (Employee)
Enter the following information below:

- **Your eight-digit EMPLID**
- **Your birthdate**

  **EMPLID:**

  **Birthdate:** Month: Jan Day: 01 Year:

  Next >

(HINT: If you have a 9 digit Employee ID in the format xxx00xxxx, you can remove one of the two middle zeroes to get your 8 digit EmplID)
5. Enter the last 6 digits of your CatCard number and press Next.

**Security Checks » CatCard ID Verification**

Last 6 digits of your Cat Card ID: [ ]

[Next>

6. **If you do not have the NetID passcode enabled**, answer your Secret Hint question.

**Security Checks » Answer your "secret hint"**

When you created your UA NetID, you selected a "secret hint", and provided an answer. Please provide that same answer to the hint, as displayed below.

**Note:** You must answer with the same spelling, punctuation, etc., that you used in your original answer.

Hint: What is your father’s middle name?

Your Answer: [ ]

[Next>

**If you do have the NetID passcode enabled**, you will need to have the passcode sent to your mobile phone and then verify it and click Next.

**Security Checks » NetID Passcode**

You are enrolled in the NetID Passcode service. This service provides a second layer of protection when performing security-sensitive NetID transactions, such as password changes/reset.

With NetID Passcode, you will receive a 6-digit, one-time-use security code, sent to your registered mobile device whenever a change to your NetID account is requested; this code must then be entered on the NetID website to complete the transaction.

Please click on the "Send Passcode" button below to send a new NetID Passcode to your mobile device, then follow the prompts to verify.

[Send Passcode to 529-XXX-XX]

[Next>
Security Checks » NetID Passcode

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With NetID Passcode, you will receive a 6-digit, one-time-use security code, sent to your registered mobile device whenever a change to your NetID account is requested; this code must then be entered on the NetID website to complete the transaction.

Please click on the “Send Passcode” button below to send a new NetID Passcode to your mobile device, then follow the prompts to verify.

Send Passcode to 520-XX-XX

Success! You may click “Next” to proceed.

Next >
7. Enter a new password and confirm it, then press **Next**.

**Select a New Password**

Please enter the requested information in the spaces provided below. Your new password will be subjected to a strength check before being accepted. The password strength bar below will indicate the relative strength of your password, but is not a guarantee that your password will be accepted. Further information is available from the University Information Security Office's guidelines for choosing a secure password:

*University of Arizona Guidelines for Password/Passphrase Construction and Management (PDF 53.0 KB)*

This process will also reset your CatMail password, which is used to set up other applications or mobile devices to read email or sync calendar from CatMail. Your new CatMail password will be emailed to you. Once reset, if you receive email via CatMail, please check CatMail from the Web (when you see UA's WebAuth login screen) to retrieve your new CatMail password.

**Suggestions for strong, memorable passwords**

- Use of a "pass phrase" instead of a password.
- Think of nursery rhymes, songs, slogans, mottos.
- Pick a phrase or a sentence that you can remember.
- Make sure it is 10 or more characters long, includes capitalization, spaces, and some punctuation.
- Misspell a word or two for added strength.
- Some examples:
  - This and That!
  - ...Went up the Hill
  - Meet me in St. Louis

*(HINT: If you’re having problems coming up with an acceptable password, see the end of this document for some help!)*

8. Congratulations, you've reset your password! You should now be able to log in.

If you are unable to complete this process or if you don’t have some of the information the process requests you can always call our office to have an Administrative Password Reset done. We will need to verify some information from you, but we’ll be able to help you reset your forgotten password. Our phone number is listed at the bottom of this document.
FAQs

- Q: I don’t remember my Student ID, EmployeeID/EmplID, or CatCard number. How can I reset my password?
  A: Call our office at the number listed at the end of this document and we’ll be happy to help!

- Q: I no longer have the phone that I used to have the passcode sent to, or I am unable to access it. How can I have the passcode removed so I can change my password?
  A: Please call our office and we’ll verify your info and remove the passcode, allowing you to complete the password reset process using your Secret Hint question and answer.

- Q: I can’t get the system to accept any new passwords I enter. How can I get a password the system will accept?
  A: Our password system requires at least 3 out of 4 different character classes to pass the strength checks, in addition to being at least 10 characters long. The four character classes are as follows:
    • Capital letters (ABCDEFG)
    • Lower-case letters AND spaces (abc def ghi)
    • Punctuation or special characters (.&!%#&$)
    • Numbers (12345)

  There are additionally some common-password traits that the system rejects. If you only have one capital letter in your password and it’s the first thing in the password, you’ll need to have another capital letter elsewhere. In addition if you have one number only in your password and it’s the last thing in the password, you need another number somewhere else. This is to prevent some common password constructions (e.g. Password1) from being allowed.

- Q: I have at least 3 of the 4 character classes, but the system rejects my password with an error that says I don’t have enough characters or classes. What do I do?
  A: Reread your password and be sure that you haven’t fallen into one of the two common password traits listed above. Typically if you have 10 or more characters and 3 or more character classes your password should be fine, so there may be something else missing.
• Q: There isn’t any way I can remember this random string of numbers and letters. How am I supposed to create a password that works but also doesn’t require me to leave a note on my desk to log in?
A: A common reference we’re shown is the comic XKCD (http://xkcd.com/936/) for creating solid passwords. However, our system will not allow you to use a password exactly as shown, as you’re required to have 3 different character classes, meaning that 4 words without any capitalization, punctuation, or numbers won’t be strong enough. However, you can use the comic’s suggestions as a guideline. For example, a password of correctHorse will not be acceptable (only capital letters and lower case letters), but a password of Correct9Horse! will be acceptable (4 out of 4 character classes, more than 10 characters in length). So, simply take two (or more) words that you’re able to remember in combination, capitalize both of them, then add some numbers between them and punctuation at the end, and voila, you have a memorable, easy to enter password! Please don’t use the above password as your own, though, as this is a public document, meaning that anyone who reads it could potentially know your password. Come up with one meaningful to you!

• Q: No matter what I do, I just can’t remember my password. What can I do?
A: Whatever you do, do NOT store your password in a plain text file on your desktop and do NOT leave notes with your password laying around your desk or office. However, one suggestion made to us by one of the Sophos Security Team was that you write the password down on a small scrap of paper and keep it in your wallet or purse. The reasoning is...how often do you lose money out of your wallet or purse? If you often lose money out of those places, think of another place you can keep your password scrap that you keep tight control of on your person.

If you have any problems with this process, or need further assistance, please contact our office at 520-626-8324 or by visiting us at 1322 E 1st Street, at the corner of 1st Street and Mountain Avenue, just north of the Student Union. Both phone and walk-in services are available 24 hours a day, 7 days a week, except University holidays.