Northwestern University Information Technology (NUIT) is offering a new online tool that will allow faculty, staff, and students a way to reset forgotten or expired University NetID passwords. This enhancement will allow users to control their NetID passwords online anytime, without needing to call on NUIT Support Center staff.

Previously, users set up a personal question and answer on the Web that was used to verify their identity by the NUIT Support Center in the case of a forgotten or expired password. As of February 2, users are encouraged to create a Personal Identification Number (PIN), just as they might create a bank PIN, for online identification. If users need to reset their password, this new online service will prompt them for their NetID, PIN, Emplid/Student ID (located on pay stubs or updated WildCARDs), and birthday. Users will have three chances per day to complete this process correctly. Once the required information is entered, users may reset their password.

Although not recommended, those who do not wish to participate in this service can simply disable the PIN for their NetID by checking the appropriate option online. Users are still required to utilize the online question-and-answer tool in the event that their identity needs to be verified over the telephone by the NUIT Support Center staff.

For security and convenience, NUIT strongly recommends that users visit the NetID Services Web site (https://snap.it.northwestern.edu) to change their password and set up a PIN.

For further information, please contact the NUIT Support Center at 847-491-HELP (4357) or e-mail consultant@northwestern.edu.