

Accounts Administration Passphrase Change Form

UITS Support Center Contact Information
(812) 855-6789 - (317) 274-4357 - ithelp@iu.edu

Students, faculty, staff and IU Affiliates are eligible to use the **Self-Service Passphrase Reset** system if they have previously enrolled. Use this form if you've forgotten your Network ID passphrase and want to have a new Network ID passphrase created and could not reset your passphrase via phone or are not enrolled in the above service.

Please Note: Applicant Account holders with guest accounts cannot reset their passphrase using this form. Please contact the **UITS Support Center** for assistance.

In order to use this form, please print it out and provide the information requested. Incomplete or incorrectly completed forms cannot be processed.

Using this form to reset a personal account

Fill out all fields completely. If you do not know your IU username, you may contact the **UITS Support Center** for assistance finding it. If you do not know your University ID number, you may look it up using the instructions available at <https://kb.iu.edu/d/amuh>.

If you are unable to complete this form due to extenuating circumstances such as very old records in IU's system, you may be able to contact the UITS IT Ombudsman using the instructions available at <https://kb.iu.edu/d/augi>.

Using this form to reset a group account

If you are a full time faculty or staff member resetting a group account, you should enter all information on the form normally, except as noted below:

Username and Home Address: Enter the username of the group account you wish to reset. You must be the owner of the group account. Enter your office address as it appears in IU's records. We can only send the reset mail to the office address on record.

Send this form to Accounts Administration for processing

The completed form can be faxed to 812-855-0354, attention Accounts Administration, or mailed to:

UITS Support Center, Tier 2 Accounts Administration Team
2709 East 10th Street
Bloomington, IN 47408-2671

Your new passphrase will be mailed to you at the address you indicate on the form. Please include an off-campus email address we can use if we need to contact you.

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All fields are required. Information provided will be checked against IU records prior to processing.
Incomplete or incorrectly completed forms cannot be processed.

Your IU Username: _____
(or Group Account username for Group Account reset requests)

Ten-Digit University ID Number (UID): _____

Name: _____
Last First Middle Initial

Home Address on Record: _____
(Use Office Address for Group Account resets.)

Mailing Address: _____
(Group Account resets must be mailed to office address on record.)

Alternate Non-IU Email Address: _____
(not necessary for Group Account resets)

Telephone Number: _____

Signature: _____ Date: _____