

Password Management FAQ

Why Are We Making this Change?

In the near future, we will require everyone to change their password on a regular basis. By registering on the Password Management system first, it will be possible for our customers to reset their passwords themselves. The password requirements will affect faculty, staff, and students which is why this is available via <https://password.washburn.edu> so it can be accessed from anywhere. On campus computers, there is a new option "Forgot Password" where it is possible to reset your password without the need to call ITS.

We will continue to help with account information and reset passwords in ITS User Services. The idea is that when the new password changes are in effect, we will have higher than normal call volume. The Password Management system was put into place so that our customers can reset their own passwords and not have to wait on the phone or stop by to see us.

Alternate Email Address

If you do not have an alternate email address, it will be necessary to create a new account. If you already have another email account that you can access, then you are all set. If you do not have another email account, please create one at either [Gmail](#) or [Microsoft Live](#).

Note, the alternate email address is an address that you can log on and check the mail of that other account. The system will send a code that has to be retrieved from the alternate email address and entered into Password Management screen to confirm you are able to access the alternate email address.

Do I have to Set-up Text Notification?

No, setting up texting to your cell phone for password recovery is optional. The system will prompt to enter your cell phone, but it can be permanently skipped by clicking the box in the lower right hand corner where it says "Don't remind me again". The only required means for contact is an alternate email address.

Note, by providing your cell phone number, we do not know or collect this information. It is simply so that you can reset your password by sending a code to your phone that would then be entered in the Password Management system to reset your account.

Other Information

Questions or comments, please contact ITS User Services at 785-670-3000 or email support@washburn.edu.