HOW TO: Reset Password

5 KB Admin August 10, 2021 [Accounts and Access](#)

If you need your password reset, please follow the steps below:

There are two ways to reset your password by yourself: by using your current password or by using security questions.

To reset your password using your current password:

1. Open your web browser and navigate to [clemson.edu/change_password](#)
2. Type in your **Clemson Username** and **Old Password** in the designated area.
3. Next, type in your new desired password in the **New Password** area.
   NOTE: Be sure to comply with the requirements to ensure a strong password.
4. Type in your new password again to **Confirm Password**.
5. Read the **Clemson's Acceptable Use Policy**, then click the check box beside **By submitting to this form you agree to Clemson's Acceptable Use Policy.** Click **Submit.**

To reset your password using security questions:

1. Open your web browser and navigate to **[my.Clemson.edu](#)**

2. Click on the **silhouette** or your **picture** in the upper right hand corner.
3. Click login and login with your **Clemson username** and **password**.
4. Click on your picture and choose **My Profile**. Click **Security Questions**.
5. **Answer** the 3 **Security Questions** or Click **Add New Security Question.**

6. Type in an **Alternate Email Address.**
   NOTE: It is recommended to use a different account from your @[clemson.edu](#) account.
7. Now navigate to a **Clemson login page.**
   NOTE: Do **NOT** immediately login with your Clemson username and password.
8. Click **Reset Your Password** at the bottom of the login page**.**
9. Now choose **Using My Security Questions.**

10. When prompted, type in your **XID**, **Clemson Username**, and select **Reset with Questions.**

11. Type in the **answers** to your security questions.
12. Click **Submit**.
13. A page will appear telling you where the new password has been sent.
14. Go to your email or cell phone to **access your new password**.

   NOTE: If neither of those work, there are two ways to have your password changed for you. Bring a picture ID, preferably your Tiger1 card, to the **CCIT Support Center** located on the second floor of Cooper Library. **OR** If you are **not** in the Clemson area, then you can **call** the

CCIT Support Center at **(864) 656.3494**. After your identity is confirmed over the phone, you will be assisted with your password reset.

Online URL: https://hdkb.clemson.edu/phpkb/article.php?id=5