

## How To: Clemson Password Reset

572 Faye Buckley August 16, 2022 [Accounts and Access](#)

**IF YOU KNOW YOUR PASSWORD BUT WANT TO CHANGE IT, VISIT THIS PAGE:**

<https://clemson.edu/changepassword> (direct password change link) or

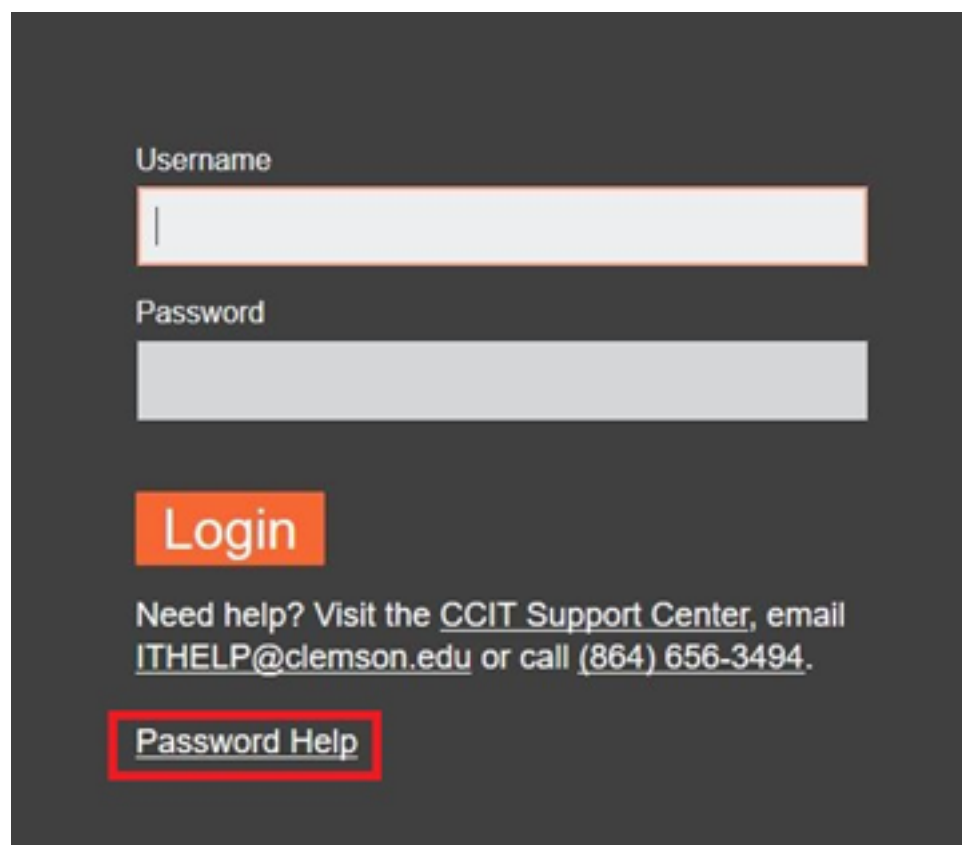
<https://ccit.clemson.edu/services/accountsandaccess/password-change-utility/>

**IF YOU HAVE FORGOTTEN YOUR PASSWORD, WE HAVE AN AUTOMATED ACCOUNT RECOVERY TOOL THAT CAN HELP YOU GET BACK INTO YOUR ACCOUNT:**

**Note:** To be able to use this feature, you must be registered with Duo, you must have your username, XID, and date of birth, as well as your Social Security Number. If you cannot provide this information, or if Duo is not set up and working correctly, you will need to contact the CCIT Support Center at (864)656-3494 in order to get your password reset.

If you go to any normal Clemson login page (such as those seen when logging into Canvas, iRoar, Box, etc.), you should see a link below the log-in section that says **Password Help**.

(Or, to get to password help, you can click on this link: <https://clemson.edu/passwordhelp>)



The image shows a login interface on a dark background. It features two input fields: 'Username' and 'Password'. Below the 'Password' field is an orange 'Login' button. Underneath the button, there is text that reads: 'Need help? Visit the [CCIT Support Center](#), email [ITHELP@clemson.edu](mailto:ITHELP@clemson.edu) or call (864) 656-3494.' At the bottom of this section, there is a link labeled 'Password Help' which is enclosed in a red rectangular box.

After clicking on either the link above or **Password Help** on any Clemson Login page, you will be given an option to use the Password Change Utility (Yes), or to use the Account Recovery Tool (No).

The image shows a web page for Clemson University's Password Help. At the top is the Clemson University logo in white on an orange background. Below the logo, the title "Clemson Password Help" is displayed in white on a dark gray background. The main content area asks "Do you know your current password?" and provides two options: "Yes I know my current password" and "No I do not know my current password". The second option is highlighted with a red rectangular border. Below the options, there is a link to the "Medicaid IT Services Password Change Utility". At the bottom, contact information for the CCIT Support Center is provided, including an email address and a phone number.

**CLEMSON**  
UNIVERSITY

## Clemson Password Help

Do you know your current password?

[Yes I know my current password](#)

[No I do not know my current password](#)

[Medicaid IT Services Password Change Utility](#)

Need help? Visit the [CCIT Support Center](#), email [ITHELP@clemson.edu](mailto:ITHELP@clemson.edu) or call (864) 656-3494.

Once you select the **No, I do not know my current password option**, you will be asked to provide your Username, XID number, and your Date of Birth:

# Account Recovery Utility

Username

Clemson XID

Date of Birth

**Submit**

Need help? Visit the [CCIT Support Center](#), email [ITHELP@clemson.edu](mailto:ITHELP@clemson.edu) or call (864) 656-3494.

After clicking **Submit**, you will be asked to authenticate with Duo.

Once authenticated with Duo, our system will generate a temporary password using part of your social security number as the password. If you do not have a social security number, use just the first part of the password. After you have the temporary password, you will need to change it to a permanent one using the [password change utility](#).

If you need assistance with this process, please contact the CCIT Support Center at (864)656-3494.

Online URL: <https://hdkb.clemson.edu/phpkb/article.php?id=572>