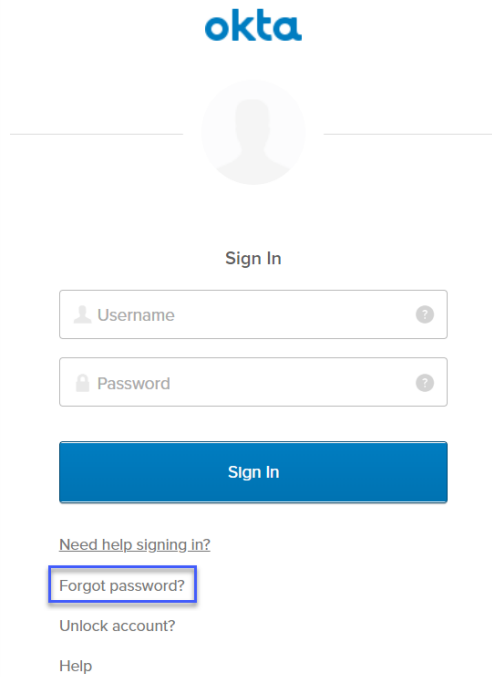


# How to Reset Your Password

- Article to help with:
  - I forgot my password.
  - My password does not work.
  - Where can I reset my password?
  - Password help.

1. From the Account sign-in page (account.wsu.edu):



okta

Sign In

Username ?

Password ?

Sign In

[Need help signing in?](#)

[Forgot password?](#)

[Unlock account?](#)

[Help](#)

Click "Need help signing in?" and select the "Forgot Password?" link located at the bottom of the page.

2. There are two ways you can recover your password through Account.wsu.edu:

- Enter the email address you used to register your Network ID or Friend ID  
OR
- If you've registered a device like a cell phone or tablet, you can enter the mobile device number. If you've set up a mobile number to reset your password, enter that mobile number in the user name field and select the "Reset via SMS" button.

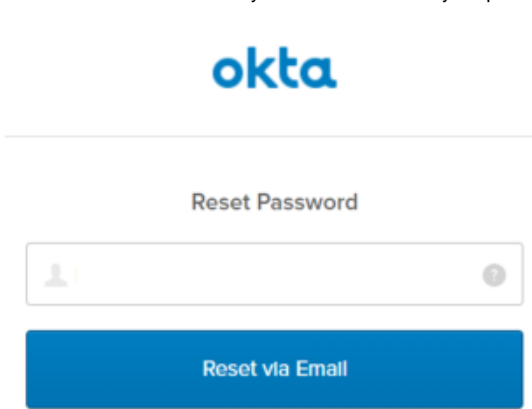


### Reset Password

SMS can only be used if a mobile phone number has been configured.

[Back to Sign In](#)

3. The next step, outlined below, is based on your preferred method of recovering your password.

Using Email to Recover Password	Using Text to Recover Password
<p>After entering in your email address, select "Reset via Email" &amp; follow the instructions in the email you received to reset your password.</p> 	<p>After receiving the text verification number, enter it in the window below and select "Next" &amp; follow the instructions to create a new password.</p> 