Please take a moment to read and print these instructions out so that you are not logged into your email while trying to reset your password. It is highly recommended that you do your passphrase update during regular business hours in case you encounter any problems.

Steps for getting through your passphrase if you do not have any computer items managed by IUSD

Have you reviewed the requirements for passphrases? If not, they can be found at the following link: [http://kb.iu.edu/data/acpu.html](http://kb.iu.edu/data/acpu.html)

1. Go to: [https://passphrase.iu.edu](https://passphrase.iu.edu)
2. Click the **Get Started** button at the bottom.
3. Log in with your current university credentials – **do not select change passphrase if prompted, click continue**.
4. The next page should already be populated with your username and you will need to type in your current password/phrase on the second line. You will need to type your new passphrase on line three and again on line four.

**Note to Mac and Linux users: Currently, passphrases greater than 31 characters may not work when connecting to a VPN.**

5. Once you submit your passphrase change and it comes back as submitted successfully, then you need to wait for 15 minutes. Once the 15 minutes has passed, you may go back to accessing your email or other university applications and use your new passphrase.

Should you encounter problems, you can contact the support center for assistance.

*Note: If you have web browsers that have your password saved, you may be prompted the first time you try to access the site to update your passphrase. Your home computers will now need to use the new passphrase as well when you log into University applications that require a sign on.