What To Do If You Forgot Your Password

This article covers how faculty and staff can reset their campus password if it has been forgotten.

Use Your Security Questions

If you have set up security questions, you can reset your password using the Employee Forgot Password web application at https://my.fullerton.edu/EmployeeForgotPassword/.

Enter your campus username and your Campus-Wide ID. Then follow the prompts to retrieve a new temporary password that will be sent to the off-campus email address you provided.

NOTE: Don't have password recovery questions set up? View How to Set Up or Modify Password Recovery Security Questions and Off-Campus Email Address.

Don't Have Security Questions?

Visit the Academic Technology Center (ATC) in the Pollak Library South room 237 and bring a valid photo ID. The ATC staff can reset your password immediately.

Contact your Department IT Coordinator (DITC) and ask them to contact the IT Help Desk to have your password reset. The DITC will contact you with your new temporary password.

Need More Help?

⚠️ *NOTE: the IT Help Desk does NOT reset campus passwords over the phone.*

View the Password Policy website.

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.