How to Reset Your Password

Step 1: If you have forgotten your password, click “Forgot Your Password?” next to the “Password” field.

*Please note: If you have forgotten which Email Address you registered with, contact Lily Gardner at 781-736-2992 or lgardner@brandeis.edu.
Step 2: Enter your email address and birthdate in order to request a password reset. Then click “Reset Password.”
**Step 3:** You will receive an email with a temporary pin. If you do not receive this email, check your junk mail. Copy the pin number located in this email.

Brandeis University <service-desk@technolutions.com>  
to me (via email)

It was requested that the password for this account be reset.  
To access your account, please use the link below:

Access Account

When requested for a password, enter the following temporary, randomly-generated PIN:

499658838

You will have an opportunity to change your password after authenticating.

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**Step 4:** Paste or enter the temporary pin you received in your email into the field “Temporary PIN,” and enter your birthdate. Click “Login” to proceed.

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![Login form](image)

- Email: lgardner@brandeis.edu
- Account: Testerman, Lyltest
- Temporary PIN: ********
- Birthdate: January 1, 2000

Click **Login**
Step 5: Create a new password for your account. This must include the following: at least 8 characters long, with at least one letter, one capital letter, and one number. You will need to re-enter this into the “New Password (again)” line. Then click “Set Password.”
Should you experience any issues with your application at any time including issues with submitting payment, please reach out to Lily Gardner at 781-736-2992 or lgardner@brandeis.edu