

Frequently Asked Questions

about Ferris Passwords

My password has expired. What do I do now?

If your password has expired, you can reset it from <https://passwordhelp.ferris.edu>. Enter your username and expired password and reset it to a new password. The reset will automatically reactivate your account, applying the new password.

What should I do if I've forgotten my password?

If you forget your password you can reset it at from <https://passwordhelp.ferris.edu>. Click on the "Forgot Password?" link on the left menu. Enter your username, then provide the answer to the challenge question.

If you need assistance, contact the Technology Assistance Center at 231-591-4822 or 1-877-779-4822 (toll free from off campus).

How do I change or reset the password for my account?

To change or reset the password for your account, go to <https://passwordhelp.ferris.edu>. From there, log in with your username and current password, and click on "Login". Click on the blue lock icon located at the top of the welcome page. At this point, you may change your password. When you're done making changes, click the "Submit" button located in the same area.

What guidelines do I have to follow when creating my password?

Your password must:

- Be between 8-25 characters long
- Include at least one capital letter (A-Z)

- Include at least 1 number (0-9)
- Not match any of your last 5 passwords
- Not include any special characters, such as @, “, %, etc.

Also, note that your password is case sensitive.

Can I change my challenge question?

Yes, you may change your challenge question at any time. To change your question, visit <https://passwordhelp.ferris.edu>. From here, log in with your username and current password, and click on "Login".

Your challenge question will appear on the screen. At this point, you may change your question and/or answer. When you are done making changes, click "Continue". You will be prompted to change your password. If you do not want to change your password simply click "Cancel".

Can I change the answer to my challenge question?

Yes! You may change answers to challenge question at any time. To change your answer, go to <https://passwordhelp.ferris.edu>.

From there, log in with your username and current password, and click on "Login". Click on the blue lock icon located at the top of the welcome page. At this point, you may change your answer. When you're done making changes, click "Submit".

How often do I need to change my password?

You must change your password every 90 days.

How will I be notified when my password is about to expire?

When your password is nearing expiration, you will be notified upon logging in through Novell Client or onto MyFSU.

Is there a difference between a PIN and password?

Yes. The PIN is a six digit code that is used to log in to Ferris' web services. Your 8-25 character password is used to log into Ferris' systems such as:

- MyFSU
- FerrisConnect
- Virtual Office
- Cisco Clean Access
- Novell Client
- FSU Network Authentication

I am a new employee at FSU. What is my password?

New employees' User ID and password are given to them during orientation. You may call the TAC at 231-591-4822 if you do not know your password.