



OFFICE OF INFORMATION TECHNOLOGY

http://www.oit.duke.edu/helpdesk/•Phone: 919-684-2200•Fax: 919-684-4400

NetID Password Change Form

Personal Information:

Name _____

Phone _____

Email _____

NetID

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Password*

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*Please enter the password in all capital letters, distinguishing between letters and numbers. The Help Desk will enter the password in lower case and the password is case sensitive.

GUIDELINES

1. A valid photo ID must be faxed with the form
2. The OIT Help Desk will reset your password within one hour of receipt of the form and photo ID during normal business hours.
3. After the OIT Help Desk resets the password, the password is set to pre-expire and is a one-time-use only password. You must change the password by visiting www.duke.edu/online within three days of the Help Desk resetting your password. If you do not change the password within three days, the password will expire. Also, the password can only be used to log into www.duke.edu/online to change it.
4. Visit <http://www.duke.edu/online/crv> to set your Challenge/Response verification so any future password resets can be completed via a phone call
5. Visit www.security.duke.edu/password.html for more information on creating a strong password

I certify that the above information is correct and I will not share my password with anyone.

X _____ please sign your name

Did you remember to sign the form, include a photo ID, and read all the guidelines? Remember to change your password within 3 days by visiting www.duke.edu/online or your pre-expired one-time-use password that was reset by the Help Desk will expire.

OFFICE USE ONLY

Consultant _____

Date Completed _____