How do I reset my password for my NSID using my Password Recovery Options?

Instructions on how to recover a new password.

This content applies to:

- All Faculty, Staff, Students, and Alumni.

Step-by-step

You will need to have one or more recovery options set and verified before you can self-recover a password.

**New Employees:** Your password recovery option has been defaulted to the personal email address that was either used on your offer letter, provided on your personal data form, or provided by the department.

**Password Synchronization Delay**

Please wait at least 15 minutes after resetting your password before attempting to login with your new password. Do not change your password again during this time. It will take approximately 15 minutes for your new password to sync to all CAS-protected services (e.g. PAWS, MyProfile, AboutUs, etc.).

1. Go to the NSID password recovery webpage.

2. Enter your NSID and click **Continue**.

3. Choose an option to reset your password (email address, SMS or by answering security questions).

   You will only see the recover options that you have previously set up.
3. a. If you select "Reset my password with my email address", click the word "here" to send a recovery code to your external email address.

   ![Reset my password with my email address](image)

   Click [here] to send a recovery code to
   [email address]

   ![Verify button](image)

   b. If you select "Reset using SMS", click the word "here" to send a code to your phone number.

   ![Reset using SMS](image)

   Click [here] to send a code to [phone number]

   ![Verify button](image)
c. If you select "Answering my security questions", answer all the questions that are showing.

- **Answering my security questions**
  - what is [redacted]
    - Answer 1
  - Who is [redacted]
    - Answer 2
  - What is [redacted]
    - Answer 3

![Verify button]

4. Enter in the code you have received either via email or text into the text box and click **Verify**. Or enter your security question answers and click **Verify**.

5. Type in a new password into the first field, retype to verify in the second field and then click **Reset password**.
   a. Adhere to the password requirements outlined.
   b. After entering your new password in both text boxes, check your Password Complexity ranking. Create a password that is at least **Very Good** or **Excellent**, and avoid passwords that are Too Weak and Good.
   c. Make sure you store this password safely in a password manager or commit it to your memory so that it will be available to you the next time you log in. You will need this password to log into your computer so do not store it in a file, such as a Word document, on your device.
d. Click Reset Password.

6. Update your password for the following services, if applicable.

- **VPN**: If you are working remotely (off-campus), then you will need to enter your new password to log onto the VPN.
- **Wi-Fi**: Any devices that connect to any USask Wi-Fi networks will need to be reset with your new login credentials.
- **Apple**: If you use an Apple device, you will need to take additional steps to synchronize your new password.
- **Password Managers**: If you use an external password manager, update your password there.

Please wait at least 15 minutes after resetting your password before attempting to login with your new password. Do not change your password again during this time. It will take approximately 15 minutes for your new password to sync to all CAS-protected services (e.g. PAWS, MyProfile, AboutUs, etc.).

It is recommended that you do not save your password on your device or browser. Instead, consider using a **Password Manager**, which is a helpful tool to securely store and remember all of your passwords.

**Related articles**

- How do I sync my NSID's (Network Services ID) password?
- What to Do After Changing Your Password
- How do I change my password using My Profile?
- Password Guidelines
- How do I use and manage the local administrator password to gain admin access to my managed computer?
- Network Services ID (NSID) - Services Eligibility
- How to customize your Canvas dashboard
• My New Password Won't Unlock My Managed Mac
• How do I recover a deleted Zoom recording?
• How do I recover OneDrive Files that have been deleted?