Password change FAQ

Common questions about password changes

I forgot my password!

You can recover access to your account using security questions/answers that you set up when you opened your account.

1. Go to lehigh.edu/forgot and enter your username **(not your LIN).**
2. Click Next.
3. Enter the answers to the security questions you set. The responses are not case sensitive.
4. Click Reset my password.
5. Enter your new password (Previously-used passwords are not accepted).
6. Click Continue.
7. Wait for the Finished message to confirm the password has changed.
8. Reboot your device (PC only) and log in with the new password.

I forgot the answers to my security/challenge questions.

If your answers to challenge/security questions (part of the forgot password process) are not accepted, you will need the assistance of an LTS account manager. The account manager will confirm your identity and help you regain access to your account. Contact the LTS Help Desk at 610-758-4357 to be transferred to an available account manager.

After changing my password I'm getting the message that the password "could not be verified."

Go to https://accounts.lehigh.edu/displayuser and enter your username or LIN to see the most recent password change in your password change history. If the date/time reflects your most recent change, then your password change was successful despite the error message that displayed. You can use your new password.

I've changed my password, but now I seem to be locked out of my Lehigh account.

After you change your Lehigh password, it's advisable to update all instances of stored passwords that are maintained in your computers and other devices. Stored passwords include

- Wireless access from any device (passwords are stored for your convenience)
- Email accounts
- Desktop PCs that are logged into the campus network.

I've changed my password several times but can't log in.

Here are a few things to check:

- Make sure that you are changing the password to the account that is expiring. Some staff members manage multiple accounts and the email notification indicates which account is expiring.
- If you are using the "forgot password" option, make sure you are entering your USERNAME and not your LIN. If you enter your LIN number, you will change the PIN associated with your LIN, not the password associated with your username. Read about the difference in the guide to LINs, PINs, and Usernames.
- Make sure you are waiting for the "Finished" message after you enter your new password. If you close the web browser before the process has completed, your password change may not complete successfully.

I'm getting a message that my account is administratively locked. What does this mean?

Administrative locks can be put on an account at the request of the Bursar's Office, or it could be an indication that your status at the university is changing or has changed.

- If you have graduated, your account may be transitioning in accordance university policy.
- If you are taking a semester off and did not obtain a formal leave of absence, your account may have been disabled.
- If you have deferred enrollment after being accepted into Lehigh, your account may be temporarily disabled until closer to the date of your return.

If you believe you know why your account was locked you may wish to contact the department involved (e.g., the Bursar). Otherwise, contact the LTS Help Desk for further information.