

## NetID Password Reset Form

This form is used to change your NetID password when OIT is unable to verify your identity on the phone. You will create a temporary password which will then allow you to set a working password online.

- **Print** clearly using block letters
- **Make** sure any numbers are written distinctly different from letters to avoid confusion

Name.....									
Phone.....									
NON-Duke Email .....									
NetID.....	<table style="margin: auto; border-collapse: collapse;"> <tr> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> </tr> </table>								

Please sign your name: \_\_\_\_\_

**Please place a valid photo ID card in the box below. You may cover up the text in the box.**

- **Valid** IDs include driver's licenses, passports, military IDs, or school ID cards with name and picture
- **If** being sent by FAX, Please adjust the brightness to ensure all facial features are clear and visible
  
- **To send by FAX** – please FAX to 919.684.4400
- **To send by email** – please scan and email as a JPG or PDF attachment to [help@duke.edu](mailto:help@duke.edu)
- The OIT Service Desk will reset your password within one hour of receipt of this form when sent during normal business hours. Forms with missing or unclear photo IDs will be rejected.
- Please enter your NetID using only lower case letters and numbers.
- Security guidelines require that the **working** password:
  - Must be **at least 7 characters** long
  - Must contain at least **one capital letter** and at least **one lower case letter**
  - Must contain **at least one number** or a **special character** (such as @, \$, !, \*, etc.)
  - Must not contain a dictionary word. This last requirement includes names, places, etc.
- The temporary password will expire 72 hours after being reset. If your working password is not set during this time, you will have to submit another NetID Password Reset Form.

[http://www.oit.duke.edu/email-accounts/netid/password\\_faq.php](http://www.oit.duke.edu/email-accounts/netid/password_faq.php)    Revised 09/26/2011