In January 2015, LTS announced\(^1\) the availability of an improved, easier to use and more secure technique for resetting a forgotten password. By registering either a non-Brandeis email address and/or a mobile phone number, it is possible to reset a forgotten password without the use of the traditional 'security questions'. Because security questions are often easily guessed or forgotten, they are themselves (ironically) a source of security risk, LTS will be removing access to security questions entirely on Monday, November 7th, 2016.

If you have not yet set your password reset data, please visit [https://identity.brandeis.edu/identity-manage/password_reset_data](https://identity.brandeis.edu/identity-manage/password_reset_data) (this requires logging in) and follow the instructions provided. After November 7th, the only way to reset a forgotten password will be to use the new self-service tool or to visit the Help Desk in person inside the Goldfarb Library\(^2\).

\(^1\)[http://lts.brandeis.edu/about/communications/password-reset.html](http://lts.brandeis.edu/about/communications/password-reset.html)

\(^2\)A phone option does exist for individuals where a campus visit is impossible or impractical. These individuals may call the Help Desk or submit an online support request for specialized assistance.