In January 2015, LTS announced 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 (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.

1 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.