

## How to Reset your Password from Anywhere via Text Message

If you already receive Buckeye Alert text messages, you can reset your password by receiving using the SMS text message service on your phone (SMS is “Short Message Service”). Buckeye Alert messages are the alerts sent when campus police have determined that the campus community needs to take immediate action to remain safe (for example, when a crime has been committed). If you receive Buckeye Alerts on your phone already, here’s how you can use your phone to reset your password.

1. Visit <https://my.osu.edu/>. Click “Forgot Password.”

The screenshot shows the my.osu.edu Identity and Access Management page. At the top, there is a navigation bar with links for Help, BuckeyeLink, Map, Find People, Webmail, and Search Ohio State. The main header includes the my.osu.edu logo and the text "Identity and Access Management" along with The Ohio State University logo. On the left, there is a red box with the text "New to Ohio State?" and a button that says "Activate Now!". On the right, under "Current users", there is a form with two input fields: "Username" and "Password". Below the Username field is the text "(without the @osu.edu or @osumc.edu)" and a link "Forgot username?". Below the Password field is the text "(do NOT use Activation Code)" and a link "Forgot password?". A "Log in" button is located to the right of the Password field.

2. Enter your user name (name.number).

The screenshot shows the my.osu.edu Identity and Access Management page with the "Reset Forgotten Password" section active. The page header is the same as in the previous screenshot. The main content area has the heading "Reset Forgotten Password" and a form with a text input field labeled "Enter Username (lastname.# or MedCenter ID):". Below the input field is the text "Submit username for your password reset options." At the bottom of the form are two buttons: "Next" and "Cancel".

3. Options for resetting your password include answering previously selected security questions or receiving a mobile text message, both of which must have been set up in advance. If the Mobile Text Message option isn’t displayed, then you do not have a phone number saved in the Buckeye Alert system. Call 8-HELP (614-688-HELP [4357]) to have your password reset.

The screenshot shows the my.osu.edu Identity and Access Management page with the "Reset Forgotten Password" section active. The page header is the same as in the previous screenshots. The main content area has the heading "Reset Forgotten Password" and the text "Choose your option for password reset." Below this text is a form with two radio button options: "Mobile Text Message" and "Security Questions". The "Mobile Text Message" option is selected. At the bottom of the form are two buttons: "Next" and "Cancel".

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4. Choose “Mobile Text Message.” If you have multiple devices registered, you will have the option to choose which phone number will receive the message.

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### Reset Forgotten Password

Select phone number below to receive your temporary passcode.

XXXXXXXX9154

Next Cancel

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5. You will then see a message indicating that a temporary code was sent to the selected phone number and the expiration deadline for that code. Type the code in where indicated, and you will be forwarded to the password re-set screen that will allow you to set a new password.

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### Reset Forgotten Password

✓ A temporary reset code was sent to the selected phone number. This code will expire -

Input your password code.

Next New Code Cancel