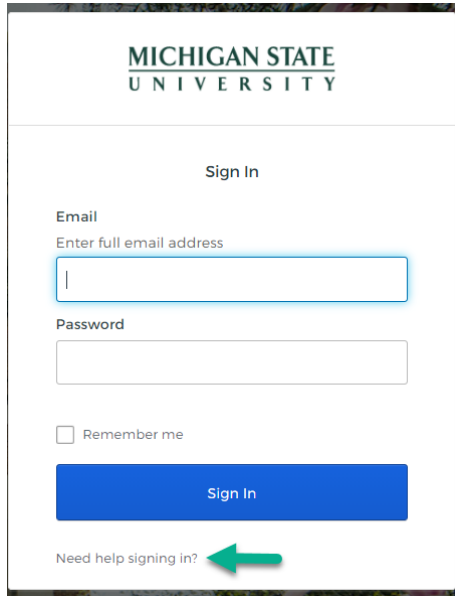


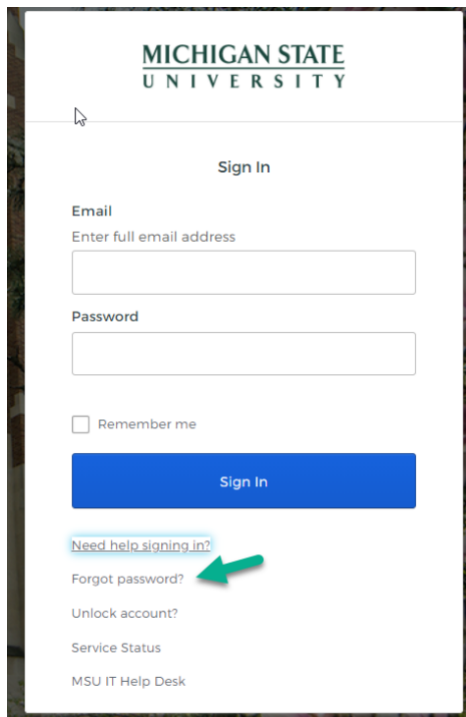
MSU Guest Account: Reset a Forgotten Password

1. In your browser, type: auth.msu.edu
2. Below the sign in button, click **Need help signing in?**



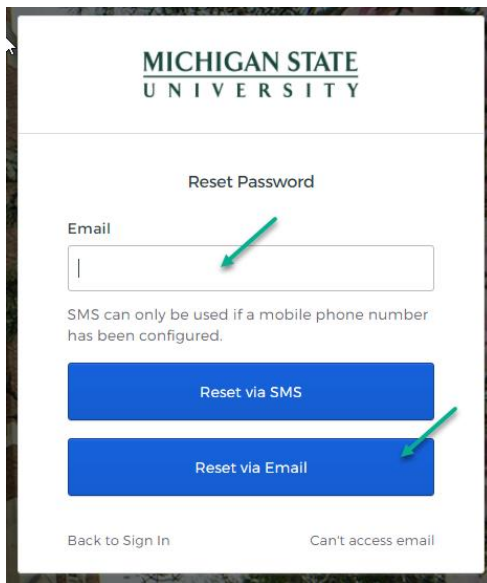
The screenshot shows the MSU Sign In page. At the top is the Michigan State University logo. Below it is the 'Sign In' heading. There are two input fields: 'Email' (with the prompt 'Enter full email address') and 'Password'. Below the password field is a checkbox for 'Remember me'. A blue 'Sign In' button is positioned below the checkbox. At the bottom left, the text 'Need help signing in?' is highlighted with a light blue box, and a green arrow points to it from the right.

3. Click **Forgot password?**



The screenshot shows the MSU Sign In page with additional options. Below the 'Sign In' button, the text 'Need help signing in?' is highlighted with a light blue box, and a green arrow points to it from the right. Below this, there are three more links: 'Forgot password?' (highlighted with a light blue box and a green arrow pointing to it from the right), 'Unlock account?', and 'Service Status'. At the very bottom, there is a link for 'MSU IT Help Desk'.

4. Enter the non-MSU email address you used when you registered for your MSU Guest account. Select **Reset via Email** as the password recovery option.



The screenshot shows the Michigan State University password reset interface. At the top is the MSU logo. Below it is the heading "Reset Password". There is an "Email" label above a text input field. A green arrow points to the input field. Below the input field is the text "SMS can only be used if a mobile phone number has been configured." There are two blue buttons: "Reset via SMS" and "Reset via Email". A green arrow points to the "Reset via Email" button. At the bottom, there are two links: "Back to Sign In" and "Can't access email".

5. Open your email account and locate your password recovery email. From the email, click the **Reset Password** link and follow the prompts to choose a new password.
6. If you have questions or need help completing this process, please contact the MSU IT Service Desk at (517) 432-6200, toll free (844) 678-6200 or by chat on their website <https://tech.msu.edu/support/help>.