

Having Trouble Logging In?

Forgot your Password?

If you have forgotten your password, you have three options:

1. If you have already set up **Security Questions**, go to any log in page and instead of entering your log in information, look at the box entitled **About uLogin Accounts** and select the link **reset your password online**. This will bring you to your security questions and once you answer those, you can create a new password.
2. If you have not set up **Security Questions** or do not remember your answers, you can call the University Technology Service Center. You will be asked to provide the alternate email address you have set up with the University. If the alternate email you provide matches the system's information, we will reset your password for you and send the temporary password to that alternate email address.

If your alternate email address does not match the system's information, you will have to contact the [Registrar](#) (students and alumni) or [Human Resources](#) to change your alternate email address. Once that is done, you can again contact the Service Center for your password change.

3. If you have not set up **Security Questions** or do not remember your answers, you can visit the University Technology Helpdesk with a photo ID. We will reset your password for you and give you a temporary password, which you can change here on one of our computers.

Having Trouble with Duo Security?

If you are having trouble logging in after enrolling in Duo Security, **please stop trying!** Take a moment to review your other options (see below).

If you get locked out of your account, you will need to come to the University Technology Helpdesk with a photo ID to have your account unlocked.

Please review the documentation about using alternate login methods: [Using Duo Security options to select another login method](#)

If you prefer, there are also videos available so you can see these options in action.

- [Using the Duo Mobile app on your Smartphone to Generate a Passcode](#)
- [Using a Hardware Token or YubiKey to Log in with a Passcode](#)

New to Drew?

If you are a new Fac/Staff member you are **required** to enroll in Duo Security, if you do not, your account will be locked.

You can read more about uLogin accounts at <http://www.drew.edu/accounts/>.

To activate your uLogin account, visit <http://www.drew.edu/activate>.

- If you are attempting to verify your personal information and are told it is incorrect, first try using the last 4 digits of your Drew ID number instead of your SSN.
- If you still receive an error, please contact us using one of the options below.