

MSU Physics-Astronomy IT Helpdesk
How to Reset Your P-A Helpdesk Account Password, 2.1

Article Name: How to Reset Your P-A Helpdesk Account Password

Article Number: 2.1

Applies to OS: Windows 10; macOS; Ubuntu;

Applies to: OTRS

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Resetting the password to your P-A helpdesk account on OTRS

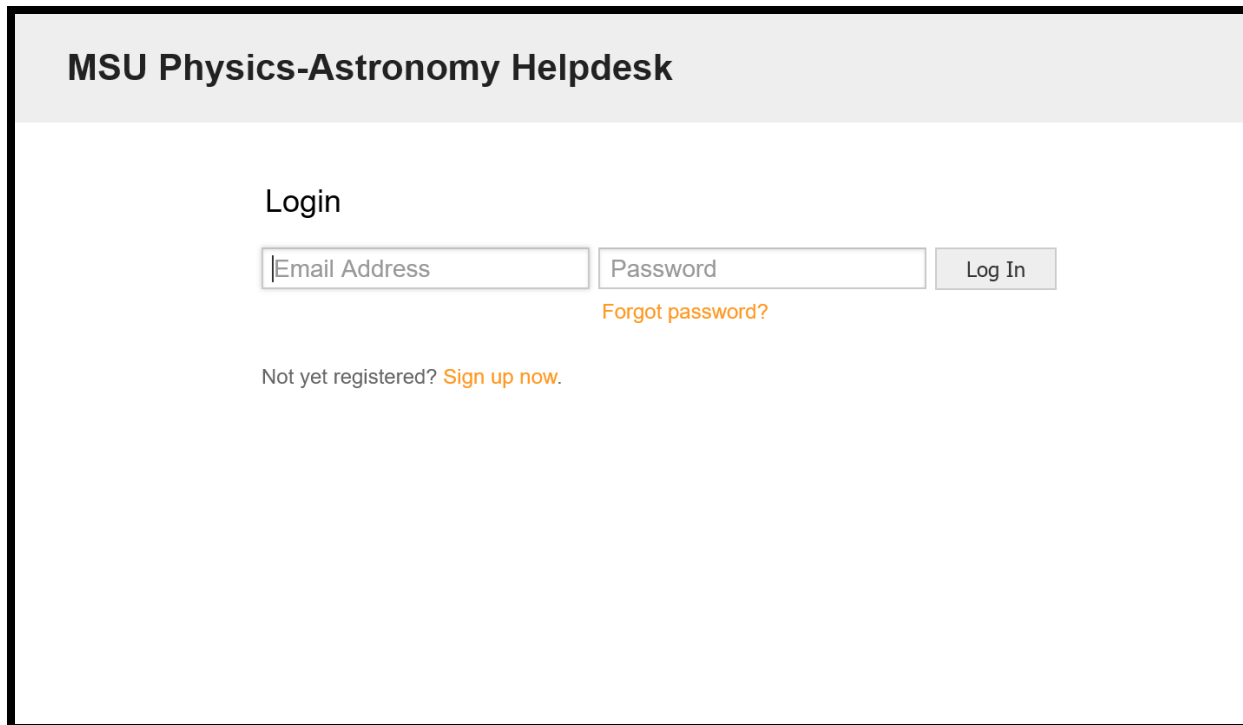
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Resetting your P-A helpdesk account password

1. Visit <https://helpdesk.pa.msu.edu>. You should see the following screen:



The screenshot shows the MSU Physics-Astronomy Helpdesk login page. At the top, there is a header with the text "MSU Physics-Astronomy Helpdesk". Below the header, the word "Login" is centered. Underneath "Login", there are two input fields: "Email Address" and "Password". To the right of the "Password" field is a "Log In" button. Below the "Password" field, there is a link that says "Forgot password?". At the bottom of the login section, there is a link that says "Not yet registered? Sign up now."

2. Click "Forgot password?" and enter your email address.
3. An email containing password reset instructions will be sent to the provided address. Follow the instructions in this email and try to log in again.
4. You should receive the email within 5 minutes.
5. If the reset is not working, send an email to PA.DL.compstaff@msu.edu.