

Friends University Password Reset Guide

Please Note: This tool will reset the password for the following applications: Moodle, Office 365 e-mail, New Banner Self-Service, FalconMap Degree Planning, campus computers, lab computers, Atomic Learning and library databases. Logging into [Banner SSB](#) through the 'Enter Secure Area' option requires use of the Banner ID and PIN, which are not managed by this password reset tool. Logging into any of the [New Banner Student Self-Service](#), [Faculty Self-Service](#) or [Employee Self-Service](#) apps allows you to bypass the requirement to input your Banner ID and PIN.

1. Open a browser to <https://pwreset.friends.edu/dashboard/>
2. Click the link for 'Forgot Password'

WELCOME TO FRIENDS UNIVERSITY

Username
Network Username (ex. firstname_lastname)

Password
Network Password (Same as email password)

Remember me on this computer

After a successful sign in, we use a cookie in your browser to track your session. You can refer our [Cookie Policy](#) for more details.

By signing in, you agree to our [Privacy Policy](#)

Sign In

Forgot Password ?

✉ helpdesk@friends.edu ☎ 316-295-5767

3. Enter your Friends University network username (not e-mail address)

RECOVER PASSWORD

Enter below details to recover your password

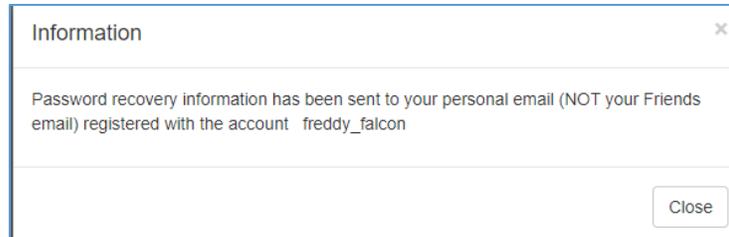
freddy_falcon

Recover with Mail

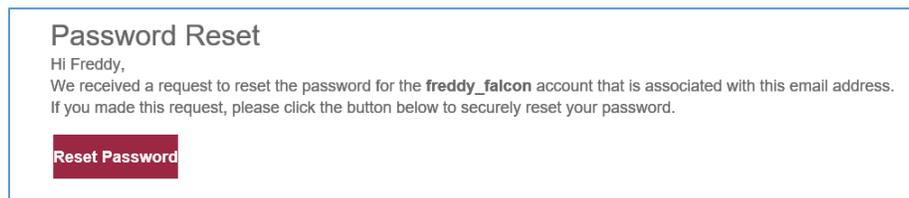
Recover with Security Questions

Submit **Cancel**

4. Make sure the option "Recover with Mail" is selected
5. Click 'Close' when notified that password recovery information has been sent to your personal e-mail address on file.



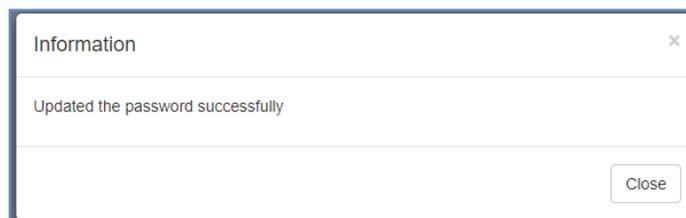
6. Check your personal e-mail address. This is the e-mail address you provided on the application for admission or had someone update in our Banner system. If you no longer know what this e-mail address is, contact the HelpDesk at 316-295-5767, the Registrar's Office or Human Resources at 316-295-5000.



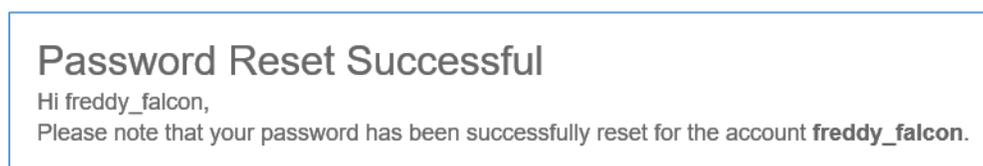
7. Click the 'Reset Password' button, or use the link in the e-mail body to continue to set a new password.

A form titled "RESET PASSWORD" in a dark red header. Below the header, there are two input fields. The first is labeled "Enter New Password *" and the second is labeled "Confirm password *". Below the input fields is a dark red button with white text that says "Submit".

8. Passwords should be 8-12 characters and include a capital letter, a lowercase letter, a number and a special character. Click the 'Submit' button to generate the acknowledgement message.



9. Click 'Close'
10. You will receive an e-mail to the same personal address confirming that the reset is complete.



You may proceed with logging into one of these applications: [Moodle](#), [Office 365 e-mail](#), [Banner Self-Service](#), [FalconMap Degree Planning](#), or a campus computer, lab computer, Atomic Learning and library databases.

Need help? Contact the HelpDesk at 316-295-5767 or e-mail helpdesk@friends.edu

Regular Business Hours Mon-Thurs 8am to 6pm; Fri 8am-5pm

Summer Business Hours:

Mon-Thurs 8am to 5pm; Fridays only during Month of June 8am-Noon

Mon-Thurs 8am to 5pm; Fridays only during Month of July 8am-Noon

Rest of Summer Business Hours: Mon-Fri 8am to 5pm