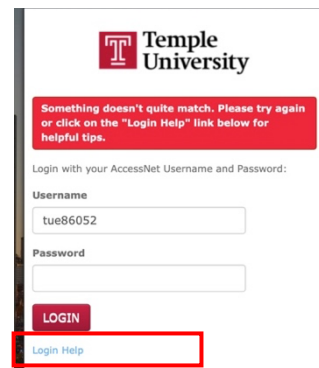




Your TU AccessNet and Password

To access Canvas at canvas.temple.edu, you will need your Temple University AccessNet and password. Temple University AccessNet passwords expire every 10 months. Depending on when you took your last PCCD course, your password may have expired. At this time, password expiration notices go to your Temple email address. If you attempt to login with an expired password, you will see the message, "Something doesn't quite match. Please try again or click on the "Login Help" link below for helpful tips.



Updating your Temple AccessNet account password

1. Open your web browser to the Manage Account website: <https://accounts.temple.edu>
2. Click "I cannot log in." on the right-hand side under Need Help?

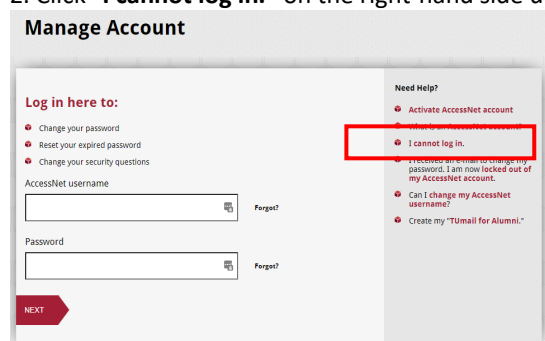


Figure 1: Manage Account Homepage

3. Follow the prompts. You will be able to reset your password and/or obtain your username.
 - a. If you know your username (for example tuo12345), click **Yes** and proceed to step 3b.

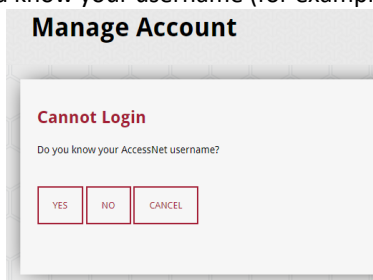
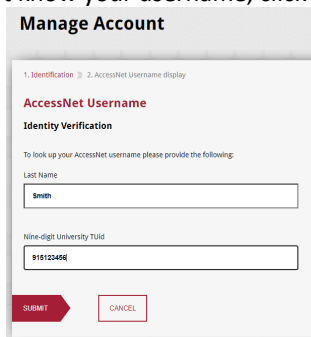


Figure 2: Manage Account - Do you know Accessnet?

NOTE: If you do not remember your TUID Number, you should contact the TU Help Desk by phone at (215) 204-8000. You will be asked a series of questions to verify your identity. TUIDs will not be provided by email.

If you do not know your username, click **No** and enter **your last name** and your **9 digit TUID number**, then click **Submit**.



After you click Submit, your AccessNet account username is provided. Write down your username and click **Exit**. Go to accounts.temple.edu. At accounts.temple.edu, click I cannot log in again and click **Yes** at the screen shown in step 3a.



Figure 3: Identity Verification: Last Name and 9-digit TUId

Password is Known but Expired

3b. If you know the password to your account, and your password has expired, click **Yes** on the following screen.

Figure 4: Cannot Login - Do you remember password question

c. Enter **your username** and **password** and click **Next** to create your new password.

Password Requirements

Length	Requirements
8 to 11 characters	upper-case, lower-case, numbers, symbols
12 to 15 characters	upper-case letters, lower-case letters, numbers
16 to 19 characters	upper-case letters, lower-case letters
20 or more characters	any combination of US keyboard characters

Password is unknown

To reset your password, you must have your Accessnet username, your TUId, and your date of birth.

- If you do not know your password, click **No**.
- Enter your **AccessNet username** and click **Submit**.
- Next, enter your **9 digit TUId number** and your **date of birth**. Then click **Submit**.
- On the next screen answer the security questions that you created when you first activated your account.
- After answering the security questions, enter your new password and then re-type your new password to confirm it.

If you are unable to reset your password on the Manage Account site, call the Help Desk at (215) 204-8000 for assistance. For security reasons, the Help Desk is unable to discuss account related issues via email. Be sure to reference your request number (#Incident Number#) when calling the Help Desk.