Quick Tips for Password Issues

**Forgot Your HawkID Password?**  
Use this tool if you have forgotten your password/passphrase and need to reset it.

**Test Your Account**  
Use this tool to verify your HawkID password/passphrase is correct.

**Look Up Your HawkID**  
Use this tool if you don’t know your HawkID.

**Unlock Your Account**  
Use this tool if you have locked your account by entering your password/passphrase incorrectly too many times. Note: You must have previously provided [password/passphrase hints](#) to use this tool.

Support Articles: [https://its.uiowa.edu/hawkid#!how-to-and-support](https://its.uiowa.edu/hawkid#!how-to-and-support)

**WARNING**... Your password will expire in 365 days and you’ll need to choose a new password.

**Change Your Password/Passphrase**  
Use this tool if your password/passphrase is about to expire or has expired.

If none of these options resolve your issue, please contact: [Karla Duwa](mailto:Karla.Duwa@uiowa.edu) or the [ITS Help Desk](mailto:its-helpdesk@uiowa.edu).

- **Important!** Please have the following things handy when you call or email: birthdate and the email address that you gave us for admission into the residency program. If they ask you for your University ID, that can be obtained by contacting [Karla Duwa](mailto:Karla.Duwa@uiowa.edu).