

Trumpeter Self-service Password Reset Tool

For some time, Faculty, students and staff have been able to change their Trumpeter password by using the password reset feature at <https://trumpeter.tufts.edu/>. In order to do that, however, you must know your current password. In preparation for a time when you don't remember your Trumpeter password, UIT has developed the new **Trumpeter Self-service Password Reset Tool** that enables you to create a self-selected security question to be used in the event you forget your Trumpeter password at some point in the future.

Once the security question is created you no longer have to contact your FSP or email someone in support to reset your password. However, if you prefer, you may still contact your FSP or local support organization for password help even if you have created security questions. **If you have forgotten your Trumpeter password and have not created your security questions, you must still contact your FSP or local support organization to reset it for you.**

Setting Your Security Question

Remember, you need to know your password to set your security question. This one-time process takes a moment, but can save you a headache in the future. Follow the steps below to set your question and call this "An ounce of prevention."

1. **Navigate to <https://trumpeter.tufts.edu/>**
2. **Type your Trumpeter Username and Trumpeter Password.**
3. **Click Login.** *The Trumpeter tools display.*

In the Credentials and eligibility section, in the Security Question field, you will see a set or change button. This will allow you to set a security question for your account.

Credentials and eligibility

UTLN: dbragg02

Security Question: not set

4. In the Security Question field, **click the set button.** *The Set Security Question page opens.*

Set Security Question for David A Bragg

Security Question: What is your mother's maiden name?

Answer:

Confirm Answer:

5. In the Security Question field, **select a security question or write your own question.**

Security Question: What is your mother's maiden name?

Answer:

Confirm Answer:

What is your mother's maiden name?
What is the name of the first person you kissed?
What is the name of your childhood best friend?
What is the name of your Kindergarten teacher?
What is your favorite book?
-- Write your own question --

If you wish to write your own question, proceed to the next step (a) below. If you wish to use one of the preset questions, skip to step 6 on the next page.

To write your own question:

- a. In the Security Question field, **select --Write your own question--.** *The Your Question field opens.*

Set Security Question for David A Bragg

Security Question: -- Write your own question --

Your Question:

Answer:

Confirm Answer:

- b. In the Your Question field, **type your custom question.**
- c. In the Answer field, **type the answer.**
- d. In the Confirm Answer field, **retype the answer.**

Set Security Question for David A Bragg

Security Question: -- Write your own question --

Your Question: What is your favorite flavor of ice cream?

Answer: butter pecan

Confirm Answer: butter pecan

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- e. Click **Set Security Question**. The confirmation page displays.

Set Security Question for David A Bragg

Your Security Question and Answer have been set.

- f. Continue to step 9 below.

6. In the Answer field, **type the answer**.
7. In the Confirm Answer field, **retype the answer**.

Set Security Question for David A Bragg

Security Question:

Answer:

Confirm Answer:

8. Click **Set Security Question**. The confirmation page displays.

Set Security Question for David A Bragg

Your Security Question and Answer have been set.

Once your security question is set:

9. Click **Log out** .

Setting your security question guarantees that the Trumpeter self-service reset tool will now be available to you in the future if you forget your Trumpeter password.

Testing the Self-service Password Reset Tool

To try the self-service password reset tool:

1. Log back in to <https://trumpeter.tufts.edu/>, but with a bad password. The "Forgot your password? Reset it here" link appears.

login failed: incorrect username or password
Forgot your password? [Reset it here](#).
Note: Usernames and passwords are case sensitive

Trumpeter Username:

Trumpeter Password:

2. Click the "**Reset it here**" link. The Self-service Reset Password page opens.

Reset Password

Security Question: What is your favorite flavor of ice cream?

Answer:

Enter new password:

Confirm new password:

3. In the Answer field, **type the answer to your security question**. Answers are not case sensitive. You'll get three attempts to answer your security question. If you fail to answer correctly within those three attempts, your security question will be locked. Those who can't remember their password will have to contact their FSP or support organization.
4. In the Enter new password field, **type a new Trumpeter password**.
5. In the Confirm new password field, **retype the new Trumpeter password**.

Reset Password

Security Question: What is your favorite flavor of ice cream?

Answer:

Enter new password:

Confirm new password:

6. Click **Reset Password** .
- Your Trumpeter password is reset.

If you don't want to keep the new password, you may reset it back to your old one using the same process.