Required Password Reset for All MSU Accounts

Posted October 1, 2026 by Aaron Fedewa (https://tech.msu.edu/news/author/fedewa13/)

MSU IT is requiring a password reset for all MSU users, including students, faculty, and staff.

To protect university accounts and systems, MSU IT is requiring all MSU users to **reset their MSU NetID password** while suspicious cybersecurity activity is investigated.

Currently, there is **no evidence of malware, data corruption, or unauthorized activity within individual MSU accounts**. However, out of an abundance of caution, the password resets will help protect university accounts and systems.

What you need to do

- You have two options for completing the required password reset:
  - **Wait for a prompt for a password reset.** Then follow the instructions to create a new password with at least 15 characters.
  - **Reset your password now.** Go to the IT self-help portal (https://ithelp.msu.edu/), select **Reset Password**, and follow the instructions to create a new password with at least 15 characters.

  If you have not received a prompt, you do not need to contact the MSU IT Service Desk. You can continue waiting or reset your password now using the steps above.

Having trouble receiving a multifactor authentication (MFA) code?

If you're having trouble receiving Okta SMS passcodes during the password reset process, select the **voice call** option instead. After completing your password reset, MSU IT recommends setting up the **Okta Verify** application. Okta Verify is MSU's preferred authentication method and provides a more secure and reliable sign-in experience.

What to expect

After your password is reset, you will need to sign in again to MSU services and applications, including:

- Microsoft 365
- Email and Outlook
- Microsoft Teams
- VPN services
- Other MSU applications and systems (e.g. EBS, D2L, SIS)

You may be prompted to sign in again on multiple devices, including computers, phones, and tablets.

If you use an MSU-managed computer off campus, connect to the MSU VPN (https://vpn.msu.edu/) after changing your password. Then lock the computer and unlock it with your new password to sync the password with your computer.

Why this is happening

- This password reset requirement is unrelated to recent power plant, utility, or mechanical system issues on campus.
- The university became aware of suspicious cybersecurity activity and is taking proactive steps to protect university accounts and systems.
- Based on the investigation to date, there is no evidence that other MSU data has been accessed, changed, or stolen.
- The university's security measures continue to function as designed. As an added precaution, MSU IT is requiring the university-wide password reset to help protect accounts and reduce the risk of unauthorized access.

Additional details regarding the activity will be shared as appropriate through established university processes.

Thank you for your prompt attention and cooperation as we work to protect the MSU community.

Share:

Category: News (https://tech.msu.edu/news/category/news/)

Recent Posts

- Join our team! (https://tech.msu.edu/news/2026/10/were-hiring/)
- A Simple Habit That Reduces Risk (https://tech.msu.edu/news/2026/10/a-simple-habit-that-reduces-risk/)
- MSU IT Educational and Research Technology resources for November (https://tech.msu.edu/news/2026/10/msu-it-educational-and-research-technology-resources-for-november/)

Every Spartan has a duty to protect personal and institutional data. Stay cyber secure. (http://secureit.msu.edu/)

MICHIGAN STATE UNIVERSITY
(http://www.msu.edu)
Call us: **(517) 432-6200**