

Need to Reset Your Password in FAI CSOD? No need to worry!



Open a new browser and visit <https://id.dau.edu/>. Once at the login screen, click the link at the bottom that says, “**Need Help Signing In?**” and select “**Forgot Password?**”.

Option 1: Reset via SMS

1. Enter your email or username associated with your account and select **Reset via SMS** to receive a code via text message to the number you provided. *(Your text message can take up to 15 minutes to arrive).*
2. Enter your verification code and click **Verify**.
3. You will be asked for the answer to the security question you selected when setting up your account. Provide the answer and select **Reset Password**.
4. Enter in a new password on the next screen.
5. Visit: <https://dau.csod.com/> and login to FAI CSOD with your username and new password.

Option 2: Reset via Email

1. Enter your email or username associated with your account and select **Reset via Email** to receive password reset instructions.
2. Check your email and click the green **Reset Password** button in the email you receive from DAU. *(If you do not receive an email within 15 minutes, please check your spam folder or contact the DAU help desk).*
3. You will be asked for the answer to the security question you selected when setting up your account. Provide the answer and select **Reset Password**.
4. Enter in a new password on the next screen.
5. Visit: <https://dau.csod.com/> and login to FAI CSOD with your username and new password.

Still having issues with resetting your password?

Please contact the DAU help desk at 866-568-6924 or visit https://services.dau.edu/psp?id=public_portal to submit a ticket.