

# I'm new to Kent State and have never logged in to FlashLine before. What is my default password and how do I change it?

If you are a new student, faculty or staff member trying to log into FlashLine for first time, you will need to use your default password. You must include this one-time setup to receive access to campus resources, such as the FlashZone wireless network and VPN.

The formula for the default password is mmmmyxxxxx (all lower case), where:

**mmm** = first three letters of the birth month

**yy** = last two digits of the birth year

**xxxxx** = last five digits of the Kent State ID Number (formerly, Banner ID)

If you need assistance locating your Kent State ID Number, [click here for instructions](#).

**The following steps will get you logged in for the first time:**

1. Please go to one of the following pages to log in to FlashLine. <http://www.kent.edu>

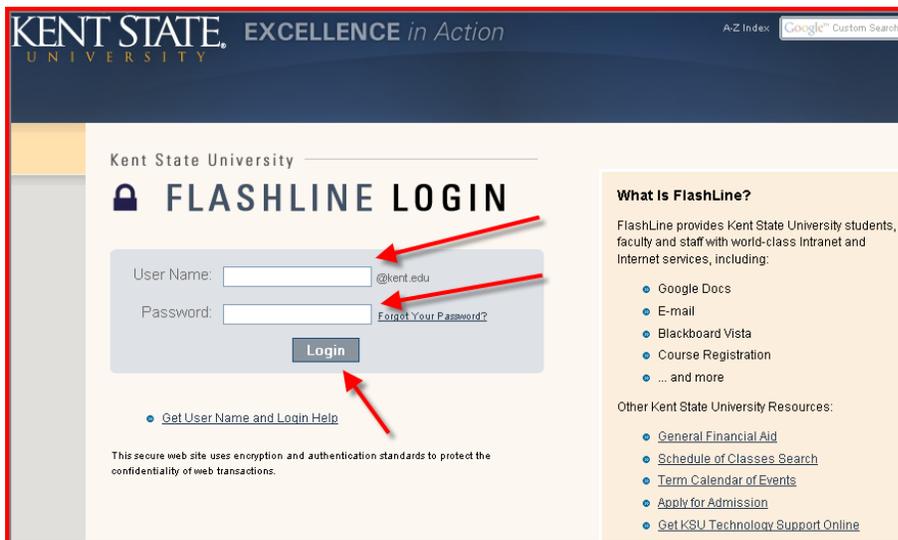


Enter the FlashLine User Name that was provided in your acceptance letter and click "**Login**".



The image shows a close-up of the FlashLine login form. It features a header with a lock icon and the text "FLASHLINE LOGIN". Below this, there are two input fields: "User Name:" followed by a text box and "@kent.edu", and "Password:" followed by a text box and a link "Forgot Your Password?". A "Login" button is positioned below the password field. A bullet point links to "Get User Name and Login Help". At the bottom, a security notice states: "This secure web site uses encryption and authentication standards to protect the confidentiality of web transactions."

Or visit <http://flashline.kent.edu>.



The image shows the full FlashLine login page on the Kent State University website. The top navigation bar includes the Kent State University logo and the tagline "EXCELLENCE in Action". A search bar with "Google Custom Search" is visible. The main content area features the "FLASHLINE LOGIN" form, which is highlighted with a red border. Three red arrows point to the "User Name" field, the "Password" field, and the "Login" button. To the right of the form, there is a section titled "What is FlashLine?" with a brief description and a list of services: Google Docs, E-mail, Blackboard Vista, Course Registration, and "... and more". Below this, there is a section for "Other Kent State University Resources" with links to General Financial Aid, Schedule of Classes Search, Term Calendar of Events, Apply for Admission, and Get KSU Technology Support Online. A security notice is located at the bottom left of the form area.

2. On the next screen, enter the following information:

- An alternate email address. If you do not have one, [click here](#) for instructions on how to create one. This will not be used for marketing purposes. The sole purpose of the alternate email address is to send a temporary password to in the event you request a password reset in the future.

## Update Account

Please complete the following information to update your account. If you have questions, please visit [support.kent.edu](http://support.kent.edu) or call the Helpdesk at 330.672.HELP for assistance.

### Provide Alternate E-mail Address

Alternate (non @kent.edu) E-mail Address

Confirm Alternate E-mail Address

[I don't have an alternate e-mail address](#)

**Why Do I Need To Provide An Alternate E-mail Address?**

Your alternate e-mail address:

- Will be used if you've forgotten your password and security questions.
- May be your current personal e-mail address.
- WILL NOT be used for marketing purposes or shared with others.
- MUST NOT end in @kent.edu.

- Answer 3 security questions. If you should forget your password in the future, you will be able to reset your password by providing the answers to these questions.

## Answer Security Questions

Security Question 1  
 In what city was your father born?

Security Question 2  
 What is your paternal grandfather's first name?

Security Question 3  
 What was the name of your first employer?

**What Are Security Questions?**

- Security questions are used to restore access to your account if you forget your new password.
- Please choose questions and answers that you will remember in the future.
- All three questions and answers must be selected and answered.
- Answers are NOT case-sensitive.

- Change your password and click **Submit**.

## Set Password

New Password  Confirm Password

**New Password Criteria**

**MUST:**

- Contain at least one **upper case letter**
- Contain at least one **lower case letter**
- Contain at least one **number**
- Be at least **8 characters long**

**MUST NOT:**

- Include your FlashLine ID,
- Include your first or last name
- Include the characters @, &, " , ' , #, <space>
- Be a previously used password

3. Once you have clicked Submit, you will be presented with a “**Success**” dialogue box. Click **OK** and you will be logged directly into FlashLine.

You should now be able to log into FlashLine, E-mail and all other services at Kent State University. If you are still unable to log in and change your password, please call the Helpdesk at 1-330-672-4357 so we can work through some additional verification and provide you with a password reset. Please have your acceptance letter when you call.

