

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

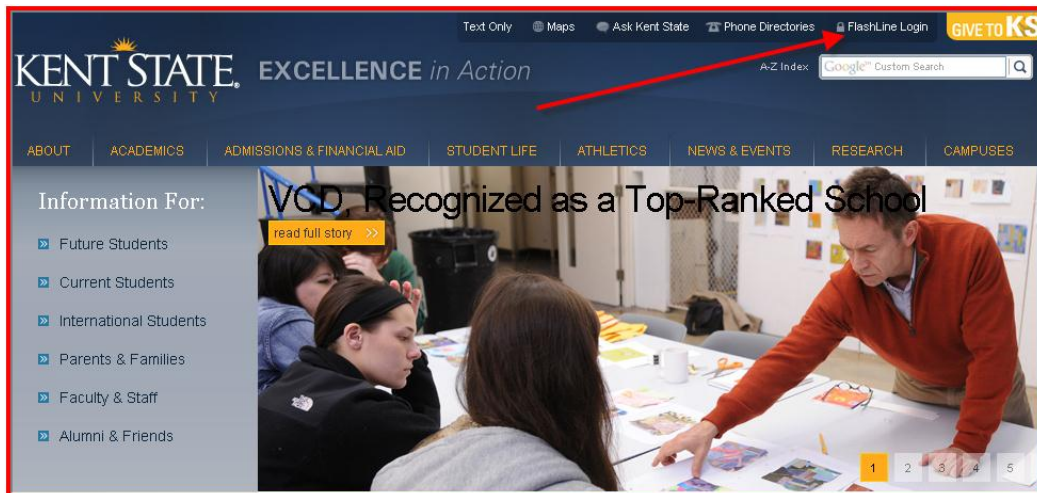
yy = last two digits of the birth year

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>

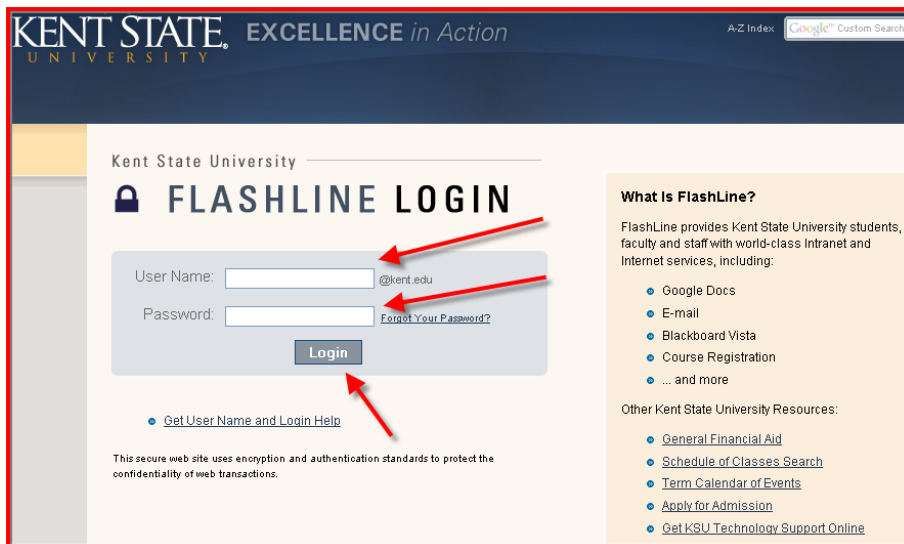


Enter the FlashLine User Name that was provided in your acceptance letter and click "**Login**".



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 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.

