Activating Your Ashland Account

Go to pass.it.ashland.edu Click the button that says “New User or Can’t Login.”

Enter your Ashland domain username. This is generally comprised of the first letter of your first name, and the last seven letters of your last name. Common last names may have numerals added.
You will be prompted to receive a verification code via email. This will automatically default to your Ashland email if you are a student, faculty, or staff member. You can click the email address to open a drop-down menu and select the personal email you registered with to receive the code there.

Enter the verification code sent to your email here:

The email you receive with the verification code will look like this:

We understand that you want to reset your password/unlock account. To prevent eavesdropping and substantiate your identity, please enter the verification code sent to your email.

Once you enter the verification code and click “continue” you will be asked to enroll in a forced verification method. Options include security questions, email, and Google Verification. If you choose email, it will need to be an email that you did not register with.

Then you will be taken to a screen where you can set your password. This is your password for all AU accounts. Requirements are listed below. These requirements can be easily met by using a grammatically correct sentence as a password, and replacing a letter with a numeral.
Reset Password

* New Password

* Confirm New Password

— Generally speaking, all the following requirements can be met by making your password a grammatically correct sentence (using punctuation marks and capitalization where appropriate).
— Minimum number of characters must be at least 12
— Must contain at least 1 upper case character(s)
— Special characters or symbols to include must be at least 1
— Numerals to include must be at least 1
— Must not contain any character more than twice in a row
— Must not have 5 consecutive characters from username
— Must not contain restricted patterns List
— Must contain at least 1 lower case character(s)

Type the characters you see in the picture below.

k9h9c4

Letters are not case-sensitive

Cancel  Reset Password

If you have any issues activating your account, please call the Tech Support Center at 419-289-5405