



How to Reset FTP Passwords

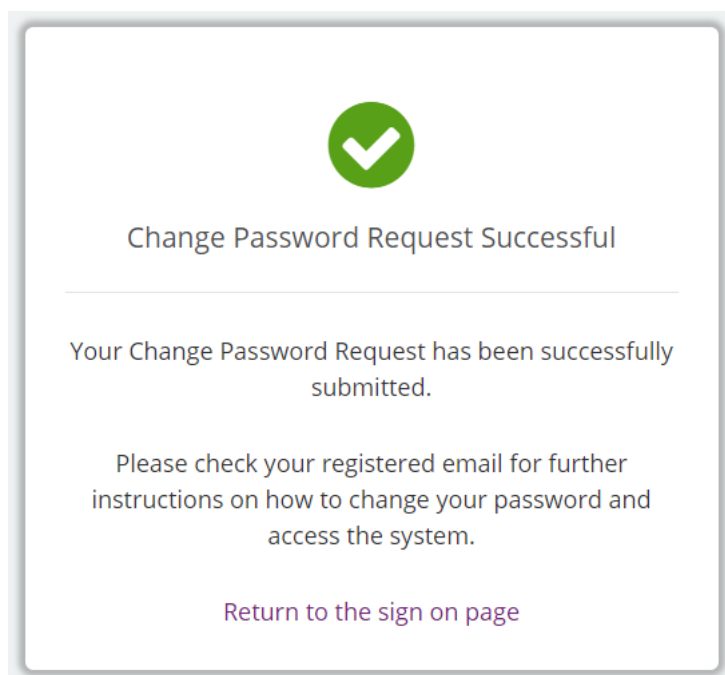
1. Visit <https://fps.nslc.org> and click "Forgot Password."

The screenshot shows the login interface with fields for Username and Password. Below these fields is a link labeled "Forgot Password?" which is circled in red. Below the link is an "Important Update" section with text about the rebuilt FTP platform. At the bottom is a large orange "Sign On" button.

2. Enter your FTP mailbox user name, and then press continue. **Typically, your FTP user name is a general user name that contains your organization's name or school OPEID. It is NOT your personal login where you enter your personal user name or email address to access the National Student Clearinghouse secure site.**

The screenshot shows the "Forgot Your Password?" page. It includes a text input field for the Username, which is currently empty. Below the field is a large orange "Continue" button. At the bottom of the page is a "Cancel" link.

3. A message will display advising you that instructions for resetting the password has been sent to the email address registered to the FTP user name you entered.



- The FTP password reset email will be sent to every email address (authorized user) on the FTP account. You should check with anyone at your school/organization who receives FTP mailbox automated emails since only one person is required to take action.
- Anyone who received the reset email can change the password for the FTP mailbox. Because FTP credentials may be shared, please communicate the new password to everyone who needs access.
- If the email is not found within the authorized users' inboxes within 20 minutes, please check the spam/junk folders as this type of email is often placed into those folders.
- You will not receive the reset email if your email has NOT been designated as an authorized email for the FTP mailbox.
- An incorrect username will not generate a password reset email.

Don't forget, FTP log-in credentials are shared, so please make sure to update the appropriate colleagues at your school or organization about this change.

Once your FTP mailbox password has been reset, you should review the email addresses designated by your school/organization as authorized to reset passwords.

1. Login to the FTP site at <https://ftp.nslc.org> or click “FTP Login” in the top menu on www.studentclearinghouse.org.
2. Click “My Account” on the top right.



3. Scroll down to “Edit Your Email Settings” to add/remove the email(s).
Each email **MUST** be separated with a comma and there can be no spaces before or after the comma.
4. Click the “Change Email Settings” button to save your changes.

Change Your Password...

Enter Your Old Password:

Suggested Password: b9wF9T`b

New Password: ☒ Use Suggested Password ☐ Type Custom Password

Change Password

Multi-Factor Authentication...

Available Methods

In order to use multi-factor authentication you must enable one or more of the methods below. [Learn more](#)

Authenticator App **Enable...**

Generate verification code from a synchronized authenticator app installed on your mobile device

Edit Your Email Settings...

Email Address(es):

You may specify multiple email addresses - separate each address with a comma (,).

Preferred Email Format: ☒ HTML ☐ Text

Change Email Settings

If you forgot your user name, please email secureFTP@studentclearinghouse.org for assistance.