



National Student
Clearinghouse®

How to Reset FTP Passwords

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

The screenshot shows the login interface with the following elements:

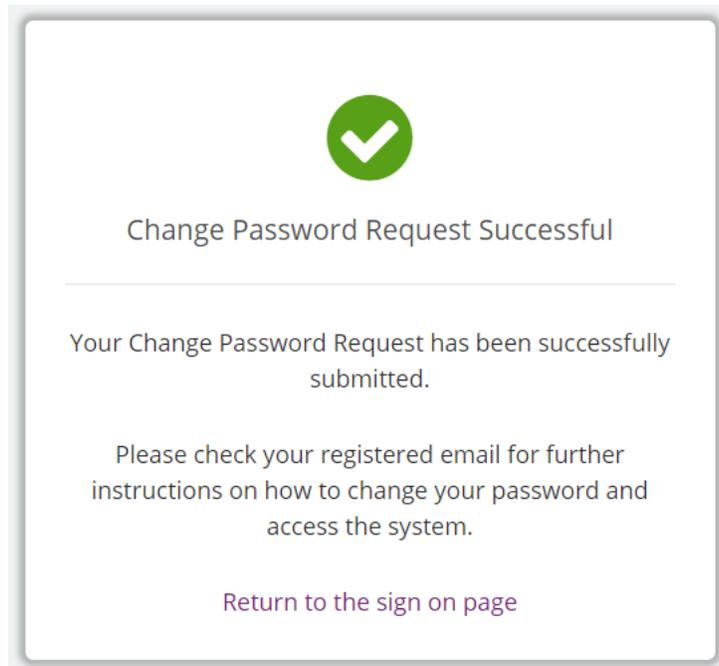
- Username** field with a placeholder "Username" and a "Show/Hide" icon.
- Password** field with a placeholder "Password" and a "Show/Hide" icon.
- A red circle highlights the **Forgot Password?** link.
- Important Update** section: "The rebuilt, pristine FTP platform is functional. If you are having issues logging into your FTP account, please try creating a new password using the Forgot Password feature, or send an email to..."
- 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 with the following elements:

- Text: "Forgot Your Password?"
- Text: "To reset your password enter your username below."
- Username** field with a placeholder "|" and a "Show/Hide" icon.
- Continue** button.
- 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.

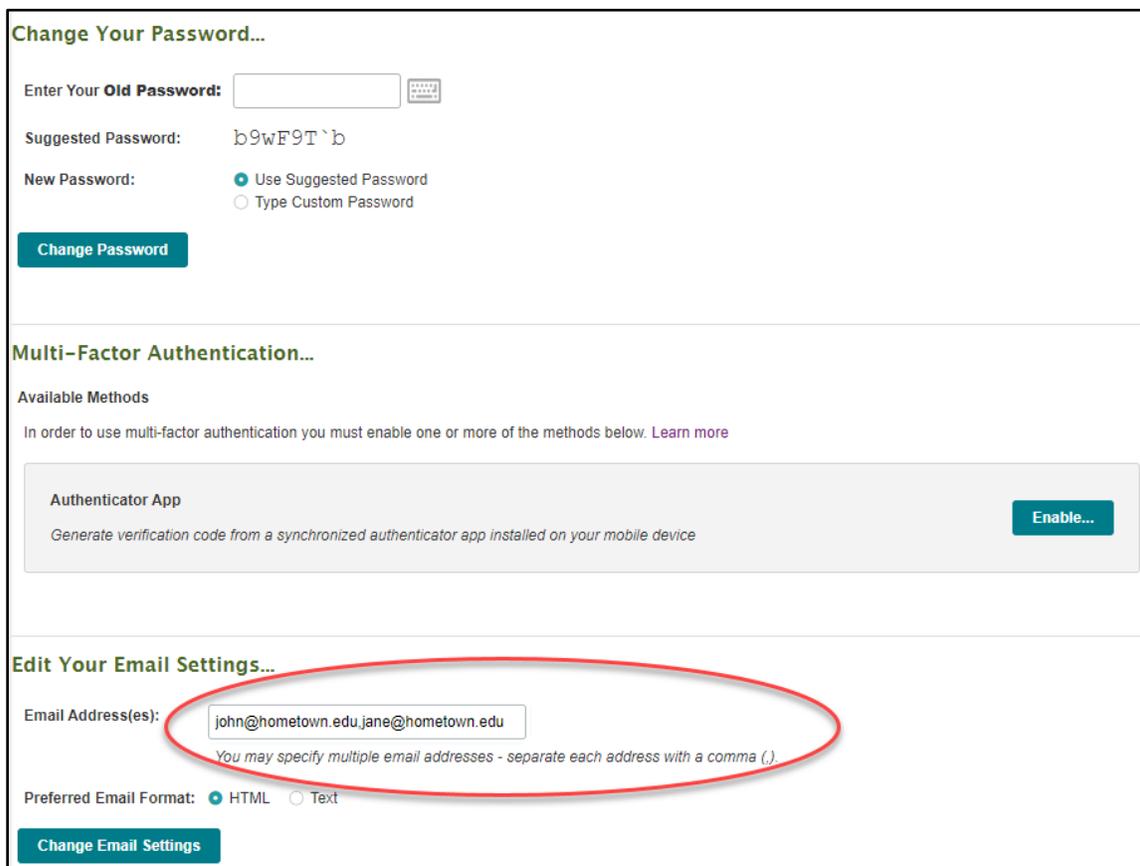
Don't forget, FTP log-in credentials are shared, so please make sure to update the appropriate colleagues at your school or organization about this change.

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.

A screenshot of the user settings page. The page is divided into three sections: "Change Your Password...", "Multi-Factor Authentication...", and "Edit Your Email Settings...". The "Edit Your Email Settings..." section is circled in red. It contains a text input field for "Email Address(es)" with the value "john@hometown.edu,jane@hometown.edu" and a "Change Email Settings" button. Below the input field is a note: "You may specify multiple email addresses - separate each address with a comma (,)." The "Preferred Email Format" section has two radio buttons: "HTML" (selected) and "Text".

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