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Change or Reset your Password

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This article includes information on how to change your PennKey and Wharton passwords.

For tips & guidelines when creating password, see our [Pennkey Password Guidelines](#) article .

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PennKey Username

Your PennKey username is identical to the beginning of your Wharton email address. For example, if your email address is **bfranklin@wharton.upenn.edu** then your PennKey username is **bfranklin**.

bfranklin@wharton.upenn.edu
└─ PennKey ─┘

Example PennKey in an Email Address

If you have forgotten your PennKey username, you can try looking yourself up in the Penn Online Directory at <https://directory.apps.upenn.edu/directory/jsp/fast.do>. If you have not restricted your public profile, you may be able to see your email address and derive your PennKey from it.

Managing Your PennKey Password

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The minimum password length for new, and updated, PennKey passwords is now 16 characters. This applies to new passwords, or for passwords updated after November 18, 2025.

You can manage your PennKey password using the following links:

- [PennKey Self-Service Password Reset](#) (Enrollment Required)
The PennKey Self-Service Password Reset allows you to reset your PennKey passwords through a non-Penn,

pre-registered personal email address and/or cell phone number. After you've enrolled, you'll be able to request a password reset link be sent to your registered personal email or number.

- [Change a Known PennKey Password](#)

If you know your PennKey password and would like to change it, use the Change Known Password application to create a new PennKey password.

- [Reset a Forgotten PennKey Password](#)

If you do not remember your PennKey password and have also enrolled in the PennKey Recovery Service, you can reset your password by answering your previously filled-out security questions via the Reset Forgotten PennKey password application.

- [See Penn's ISC PennKey troubleshooting tools](#) for more tips.

If you have any problems resetting your password or need further assistance, contact the PennKey administrators at pennkey@isc.upenn.edu.

Managing Your Wharton Password

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In addition to your PennKey username and password, you also have a Wharton account and password (your username is usually your PennKey).

Managing your Wharton password is easy by using the following links:

- [Change your Wharton password](#)
- [Reset a forgotten Wharton password](#)

It's rare these days that you'll need to actually use this account to log in (a few examples include certain staff and faculty network drives, office printers, and some admin accounts for certain services).

PennO365 Password

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The PennO365 password is now the same as your PennKey. Please use the [Managing Your PennKey](#) section [above](#) to manage your password.

Test Your Password

PennKey

To confirm that you are using your PennKey password, try the Test My PennKey link:

- [Test My PennKey](#)

Wharton

To confirm that you are using your Wharton password, use the Test Wharton Password app:

- [Test Wharton Password](#)
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Questions?

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If you were unable to change or reset your password online, please contact our [Client Support Services team](#).

Alumni Contact: alumni.relations@wharton.upenn.edu
