Penn Key Trouble Shooting

I have forgotten my password
Unfortunately we are unable to see users’ passwords but if you have enrolled in Challenge-Response you can reset your password online: http://www.uphs.upenn.edu/pennkey/reset/
If you have not enrolled in Challenge-Response please visit the nearest PennKey administration site with 2 forms of identification to obtain a new set up code. There is a listing of PennKey administration sites online: http://www.uphs.upenn.edu/pennkey/get/

My Password doesn’t work
All passwords are case sensitive so check to see if you have your CAPS LOCK on. Also try entering your password with the SHIFT key held down.
If neither of these options work and you have enrolled in the Challenge-Response option then reset your password online: http://www.uphs.upenn.edu/pennkey/reset/
If you have not enrolled in Challenge Response please visit your nearest security site to obtain a new set up code. There is a listing of PennKey administration sites online: http://www.uphs.upenn.edu/pennkey/get/

I can’t successfully test my PennKey
- Your PennKey is the username provided to you by the system and should be based on your first or last name or a combination of the two. (Ex. Joseph Gallen could have Penn Key "jgallen").
- Your PennKey will always be comprised of all lower-case letters, remember it is also case-sensitive.
- Your 8-digit Penn ID is NOT your password. Your password was created when you registered the Penn Key. The password should have been at least 6-characters and a combination of letters/numbers/symbols.
- Your password is also case-sensitive so make sure that you are typing it in exactly as you did when you created it.
- If you are certain that you have the correct password but it still will not work then try using the numbers along the top of the keyboard rather than the number pad on the right.
- If all else fails you can reset your password online if you have enrolled in Challenge Response: http://www.uphs.upenn.edu/pennkey/reset/
- If you have not enrolled in Challenge Response please visit your nearest security site to obtain a new set up code. There is a listing of PennKey administration sites online: http://www.uphs.upenn.edu/pennkey/get/