\*\*Caution: This document is haunted by anonymous animals\*\*

Update: 2:16AM EST 6/25/15 --- They’re gone.

Techmasters FAQ - by Eric Lee and Tony Zhaocheng Tan

**Q: I am locked out of my PAnet account.**

A: If you have forgotten your password, you can head over to <https://mypassword.andover.edu/> and reset your password by answering your three security questions. If you are confident that you have the correct password but cannot login, it is possible that your account has been locked due to too many invalid login attempts. If that is the case, you can either unlock your account at <https://mypassword.andover.edu/> by answering your security questions or wait for the account to unlock automatically after a few hours.

If you have forgotten both your password and the answers to your security questions, you will need to contact the OIT help desk located at the PACC, which is in the basement of the library.

**Q: I didn’t reset my password in time, so I can’t get into my PAnset account because my old password doesn’t work anymore and I didn’t set a new one.**

A: Unfortunately, you will need to contact the OIT helpdesk located at the PACC, which is in the basement of the library. There is nothing else we can do to help you. Sorry.

Q: My wireless printer isn’t working on the PA network.

Q: I can’t get onto PA’s wireless network.