Password Reset

IMPORTANT: You will NOT be able to reset passwords without setting up your Recovery Profile first.

Step 1: Log In

1. Go to Help Now: https://help.uttyler.edu
2. Select the purple button called **Employee Password Reset**
3. Click Proceed under either **UTTyler Password Reset** or **Patriots Password Reset**

SPECIAL NOTE: If you are an employee and also a student and **have the same username** for both UTTyler and Patriots, you CANNOT have the same password. Please setup a different password for your student account

Step 2: Enter your email address

- Enter your full email address in the box
- Check the Captcha box
- Click Next

Step 3: Verify with your phone

- Click the Send Verification Code button.
- Wait a few seconds.
- This will text a 4-digit code to your phone.
- Enter the 4-digit code and click the Next button.

Step 4: Answer your personal questions

- These are answers to the questions that you set up during Password Recovery Profile.
- Answer questions correctly.
- Click Next.

NOTE: Answers are not case sensitive.

Step 5: Choose a new password

1. Your new password must be suitably complex. It must

   - not contain your name or username
   - be at least 10 characters long
   - have an uppercase, lowercase, and a number as part of the password

2. Type this new password in the 2 password boxes on your screen.

3. Click the Reset Password button.

Success

If this is successful, you will see a Green Checkbox and a "Password Reset Successful" message.