

# Student 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.utt Tyler.edu>
2. Select the yellow button called **Student Password Reset**
3. Click **Proceed** under **Patriots Password Reset**

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

## Step 2: Enter your student ID number

- Enter your student ID number 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