

Student Password Recovery Profile

A Password Recovery Profile allows you to quickly reset your passwords at any time without contacting IT support.

The process to create your Password Recovery Profile only has to be done ONCE. After you successfully create a Password Recovery Profile you will be able to reset your passwords.

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

EMPLOYEES MAY NOT DO THIS.

What do you need:

1. A mobile phone capable of receiving SMS (Text Messages)
2. Your Student ID number.
3. Your Patriots password.

Step 1: Log In

1. Go to Help Now: <https://help.uttyler.edu>
2. Select the yellow button called **Student Password Reset**
3. Click **Proceed** under **Password Recovery Profile**
4. You will then be prompted to log in. Use your e-mail address and your password to log in.

Step 2: Answer Personal Questions

- Once you are signed in, you will see an interface to set up 5 security questions.
- The list of possible questions is very long, so make sure to choose questions that will have a definite answer for you.
- Make sure you proof all of your answers, since misspellings here will cause problems for you in the future.
- Click **Submit**.

You might see your phone already enrolled. If you do not see this, then do the following:

Step 3: Enroll Your Phone

- On the next page, enter your full phone number.
- Click the Verify button.
- After a few seconds, a code will be texted to you on your phone. Enter that code in the box to verify your phone.
- You should now be enrolled for Password Reset.