

Patriots 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 purple button called **Employee Password Reset**
3. Click **Proceed** under either **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 email address

- Enter your full UT Tyler email address in the box (i.e., jsmith@utt Tyler.edu). **DO NOT** enter the Patriots email address (i.e., jsmith@patriots.utt Tyler.edu) although this is a Patriots password reset.
- 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

- It must be at least 10 characters long
 - It must 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.