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.uttyler.edu](https://help.uttyler.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 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 UTtyler email address in the box (i.e.,  [jsmith@uttyler.edu](mailto:jsmith@uttyler.edu)). **DO NOT** enter the Patriots email address (i.e.,  [jsmith@patriots.uttyler.edu](mailto:jsmith@patriots.uttyler.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.