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.

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

What do you need:

1. A mobile phone capable of receiving SMS (Text Messages)
2. Your UTTYLER e-mail address.
3. Your UTTYLER password.
4. OPTIONAL: If you are off campus, you will also need to be signed up with Duo Security

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 **Password Recovery Profile**
4. You will then be prompted to log in. Use your e-mail address and your password to log in.
5. IF OFF-CAMPUS: You will also need to respond to a Duo Prompt.

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**.

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.