

Self-Service Password Reset Tips

Read more at the "Self-Service Password Reset FAQ" at url.tamu.edu/sspr.

Setting Up Self-Service Password Reset

1. Go to the Aggie Account Gateway at gateway.tamu.edu.
2. Click the **Password Settings** tab and **Log In**.
3. Select the option to "Allow Self-Service Password Reset to send a temporary access code to my alternate email address or mobile phone number."
4. Enter a mobile phone number and/or a non-Texas A&M email address.
 - The mobile phone must be text message enabled. A confirmation text will be sent during the setup process. Do not enter a work or home phone number.
 - And / Or choose an off-campus email account that you access regularly.
5. Click "Save".

The screenshot shows the Aggie Account Gateway interface. At the top, there is a navigation bar with the following tabs: HOME, PASSWORD SETTINGS (which is highlighted), EMAIL SETTINGS, DIRECTORY ENTRY, EMAIL SUBSCRIPTION, HELP, and LOGOUT. The main content area is titled "NetID Password Expiration Date:" and shows "January 30, 2013". To the right of this date is a red button labeled "Change Your NetID Password". Below this, there is a section for "Self-Service Password Reset:" with a "Details" link. This section contains two radio button options: "Do not allow Self-Service Password Reset on my account. If I forget my password, I will appear in person to change it." (which is unselected) and "Allow Self-Service Password Reset to send a temporary access code to my alternate email address or mobile phone number." (which is selected). Below the radio buttons are two input fields: "Alternate Email Address:" with the value "email@home.com" and a "Details" link, and "Mobile Phone Number:" with the value "979-123-4567" and a "Details" link. At the bottom of the form, there are two buttons: "Save" and "Cancel".

6. If you entered both an "Alternate Email Address and a Mobile Phone Number:" you will need to perform steps 7 and 8.

7. **If you entered an “Alternate Email Address:”** you will see a screen that says “Confirmation Needed”. A Confirmation Email will be sent to this Email address with a ‘Link’ that you must click on in order to confirm the Email address provided. The subject of the Email is ‘NetID Alternate Contact Confirmation Required’, and you must click on the enclosed link in order to complete the setup.

The screenshot shows the Aggie Account Gateway interface. At the top, it says "AGGIE ACCOUNT GATEWAY" and "TEXAS A&M UNIVERSITY". Below the header is a navigation bar with links: HOME, PASSWORD SETTINGS, EMAIL SETTINGS, DIRECTORY ENTRY, EMAIL SUBSCRIPTION, HELP, and LOGOUT. The main content area has a yellow background with a warning icon and the text: "Confirmation Needed. You have successfully updated your self-service password reset settings. A confirmation email has been sent to the alternate contact address you provided. You must confirm your email address by clicking the link in the confirmation email." Below this is a section titled "Alternate Contact Information:" with the text "Email Address: (Pending Confirmation)".

- Clicking on the link will direct you back to the TAMU Central Authentication Service logon page and you must log in with your NetID and Password to complete the process. Once completed you will see the following success message.

The screenshot shows the Aggie Account Gateway interface. At the top, it says "AGGIE ACCOUNT GATEWAY" and "TEXAS A&M UNIVERSITY". Below the header is a navigation bar with links: HOME, PASSWORD SETTINGS, EMAIL SETTINGS, DIRECTORY ENTRY, EMAIL SUBSCRIPTION, HELP, and LOGOUT. The main content area has a green background with a checkmark icon and the text: "Password Reset Settings Updated Successfully. Alternate Contact Information: Email Address:".

8. **If you entered a “Mobile Phone Number:”** you will see a screen that says “Confirmation Needed”. Do not close this web page until you have received and entered the Confirmation Code. A ‘Confirmation Code’ will be sent via text to the phone number you entered and you must enter that code on this web page.

The screenshot shows the Aggie Account Gateway interface. At the top, it says "AGGIE ACCOUNT GATEWAY" and "TEXAS A&M UNIVERSITY". Below the header is a navigation bar with links: HOME, PASSWORD SETTINGS, EMAIL SETTINGS, DIRECTORY ENTRY, EMAIL SUBSCRIPTION, HELP, and LOGOUT. The main content area has a yellow background with a warning icon and the text: "Confirmation Needed. You have successfully updated your self-service password reset settings. A confirmation code has been sent to the alternate contact number you provided. Confirm your SMS phone number by entering the confirmation code in the box below." Below this is a section titled "Alternate Contact Information:" with the text "Phone Number: (Pending Confirmation)".

- Enter the code on this web page and you will see the following success message.

The screenshot shows the Aggie Account Gateway interface. At the top, it says "AGGIE ACCOUNT GATEWAY" and "TEXAS A&M UNIVERSITY". Below the header is a navigation bar with links: HOME, PASSWORD SETTINGS, EMAIL SETTINGS, DIRECTORY ENTRY, EMAIL SUBSCRIPTION, HELP, and LOGOUT. The main content area has a green background with a checkmark icon and the text: "Password Reset Settings Updated Successfully. Alternate Contact Information: Phone Number:".

Resetting a Forgotten Password

1. If you have forgotten your NetID password and need to reset it, click the **'Forgot your Password?'** link located near the login button for many Texas A&M resources or at <http://gateway.tamu.edu/>.
2. Enter your UIN, Date of Birth, and click "Log In".

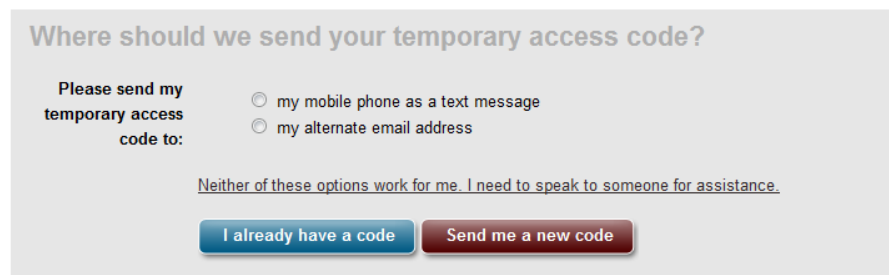


Password Reset

UIN:

Date of birth:
(MM/DD/YYYY)

3. Choose where you want your temporary access code to be sent: mobile phone or alternate email address, and click "Send me a new Code".



Where should we send your temporary access code?

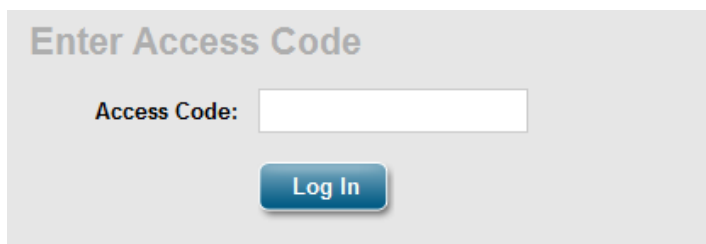
Please send my temporary access code to:

my mobile phone as a text message

my alternate email address

[Neither of these options work for me. I need to speak to someone for assistance.](#)

4. After receiving the code enter it on the following screen. If you are not on the "Enter Access Code" screen, click on 'I already have a code' to get to this screen.



Enter Access Code

Access Code:

5. You can now reset your NetID password. Enter and re-enter a new password, then click Submit.