eRaider password expiration process

Notice

No one at Texas Tech University or from anywhere else should ask for your password.

Details

eRaider passwords expire every 180 days. Sixteen days before your password expires, any applications which use eRaider Web Sign-In will inform you that your password will expire. There will be a link to continue without changing the password, or you can choose to change the password at that time. If you choose not to change the password, you will continue to see this notification each time you use the eRaider Web Sign-In.

Your eRaider password will expire in 3 day(s).

Click Here to Change Your Password

Click Here To Continue To Your Original Destination.

For Assistance Contact
- TTU - IT Help Central
- HSC - IT Solution Center

Ten days before expiration, a notification will be sent to your TechMail address.
Texas Tech - eRaider Password Expiration Notification

The operational policies of Texas Tech University and Texas Tech University Health Sciences Center require that your password be periodically changed. The password for the following account will expire soon.

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Username - rred
Account Owner - Raider Red
Password will expire in 10 day(s) on May 30 2017

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HOW TO CHANGE YOUR PASSWORD

1. Sign in to the eRaider Account Management System with your current username & password (http://eraider.ttu.edu or http://eraider.ttuhscc.edu as appropriate)
2. Select your preferred method of identity verification (voice or text) and click the "Continue" button.
3. Once you have received your eRaider verification code, enter the code into the "Code:" field, and click the "Verify" button.
4. Enter and confirm your password in the spaces provided.
5. Click the "Set Password" button. Your new password will be functional within 5 minutes.
6. If you are signed in to your computer using your eRaider account, restart the computer and sign in using the new password.
7. If your previous password is saved in applications on your computer or in handheld devices (e.g., smartphones), update the settings with the new password as soon as possible to avoid service interruptions.

If you need assistance, or have questions please contact your institution's help desk.

TTU: IT Help Central (806) 742-4357 ithelpcentral@ttu.edu
Off-campus sites (877) 484-3573

TTUHSC: Amarillo (806) 354-5404
El Paso (915) 545-6800 helpdesk.elpaso@ttuhsc.edu
Lubbock/Dallas (806) 743-1234 itsolutions@ttuhsc.edu
Odessa/Midland (432) 335-5108 helpdeskodessa@ttuhsc.edu

If you would like to verify the authenticity of the information, feel free to contact the support staff at the appropriate number listed above.

Please DO NOT reply to this message; this message has been sent by an automated program and the mailbox is not monitored.
Texas Tech - eRaider Password Expiration Notification

The operational policies of Texas Tech University and Texas Tech University Health Sciences Center require that your password be periodically changed. The password for the following account will expire soon.

USERNAME - rred
Account Owner - Raider Red
Password will expire in 6 day(s) on May 30 2017

HOW TO CHANGE YOUR PASSWORD

1. Sign in to the eRaider Account Management System with your current username & password (http://eraider.ttu.edu or http://eraider.ttuhsc.edu as appropriate)
2. Select your preferred method of identity verification (voice or text) and click the "Continue" button.
3. Once you have received your eRaider verification code, enter the code into the "Code:" field, and click the "Verify" button.
4. Enter and confirm your password in the spaces provided.
5. Click the "Set Password" button. Your new password will be functional within 5 minutes.
6. If you are signed in to your computer using your eRaider account, restart the computer and sign in using the new password.
7. If your previous password is saved in applications on your computer or in handheld devices (e.g., smartphones), update the settings with the new password as soon as possible to avoid service interruptions.

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If you would like to verify the authenticity of the information, feel free to contact the support staff at the appropriate number listed above.

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Three days before expiration, a final notification will be sent to your TechMail address. This notification will include the consequences of allowing the password to expire (e.g. first time signing into the network may require help desk assistance to gain access, etc.).
On the expiration date, a password change will be required to gain access to resources requiring authentication. You will not be able to access any eRaider-authenticated services, even the eRaider Account Manager, without first changing your password. When trying to access eRaider-authenticated websites, the only option you have is to change your password:
Your password has expired. Type your updated password and try again.

Password

Sign in
When attempting to sign in to a computer on the TTU or TTUHSC domain, you will receive a message stating that your password must be changed:

You should not attempt to change your password using the built-in Windows interface. Go to the eRaider Account Manager at https://eraider.ttu.edu or https://eraider.ttuhsc.edu to change your password.
When signing in to some services which do not use the eRaider Web Sign-In screen, it may not be obvious that the password has expired. Services such as TechMail, TTUnet wireless, TTUnet VPN, software downloads, and eRaider-authenticated websites may behave as if you are using an invalid username/password combination.

**OUTCOME**

If your password has expired, you can change it by browsing to https://eraider.ttu.edu or https://eraider.ttuhsc.edu, signing in with your current password, and then clicking the link to change the password.

**Solution Properties**

**Solution ID**

110923124151390