How to: Reset a forgotten or expired eRaider password if you do not know the current password

Notice

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

Details

**TIP:** If you already know your current password, follow the instructions to sign in to eRaider Account Manager and change your password instead.

1) If you do not know your current password, browse to https://eraider.ttu.edu and click the "Forgot password" button.
2) Type your eRaider username and date of birth. Then, click Continue.
3) If your TechID and/or your Social Security number (SSN) is on file in the eRaider system, you will be prompted to enter one of them. Type either your TechID or SSN. Then, click Continue.
4) To verify your identity, the eRaider system will send a verification code to the contact phone number that you specified in your eRaider account. Choose **Text Message** to have a verification code sent in an SMS text message or **Voice Call** to receive the verification code in an automated voice call. Then, click **Continue** when you are ready for the code to be sent.

5) If you chose "Text Message" in Step 4, look for a new incoming text message with the following wording:

Your eRaider temporary access code is: **CODE**

https://eraider.ttu.edu/code.aspx?verify=**CODE**
If you chose "Voice Call" in Step 4, you will receive a phone call with the following wording:

Use this code to change your password: **CODE**

6) Type the code that you received into the field labeled "Enter Code." Then, click **Verify**.
7) Create your new eRaider password and click **Continue**.

**NOTE:** You will not be presented with the password again, so you must remember the password you entered.
OUTCOME

Your eRaider password has been changed. It may take up to 5 minutes for the password to take effect on all eRaider services.
eRaider Password Reset

Password Reset Complete!

Congratulations! Your eRaider password has now been changed.

Please allow 5 minutes for your password change to take effect.

Return to eRaider Web Sign-In

Need Help? Contact IT Help Central

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