How to: Change your eRaider password when you do not know your current password or it expired

Notice

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

Details

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 info the field labeled "Enter Code." Then, click Verify.
7) Type the new password that you wish to use into both fields. Then, click **Set Password**.

**NOTE:** The password must meet the eRaider password requirements.

**TIP:** You will not be presented with the password again, so you must remember the password you entered.
eRaider Password Reset

Enter new password: 

Confirm password: 

Set Password

Requirements

- Must be 9 - 25 alphanumeric characters
- Must contain upper & lower case characters
- Must contain a number
- Must NOT contain a number as the first or last character
- Must NOT be reused within a one year period

Recommendations

- Choose a password that is not easy to guess
- String together uncommon words
- NEVER share your password with anyone
- Use a different password for every site

OUTCOME

Your eRaider password has been changed. It may take up to five minutes for the password to function on all eRaider-authenticated 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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