

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


## Notice

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

## Details

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 **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.



TEXAS TECH

## eRaider Web Sign-In

Manage Your Account

Set-Up Account

Change Password

Forgot Password?

Forgot Username?

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2) Type your eRaider username and date of birth. Then, click **Continue**.



Password Reset  
Steps

User Information

User ID Check

Choose Alternate Contact

Enter Verification Code

Enter New Password

Complete Password Reset

## eRaider Password Reset

### User Information

Resetting your eRaider password is a simple process and this process will walk you through a method you supplied when setting your original password.

\*eRaider Username:

\*Date of Birth (mm/dd/yyyy):

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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**.



Password Reset  
Steps

User Information

User ID Check

Choose Alternate Contact

Enter Verification Code

Enter New Password

Complete Password Reset

## eRaider Password Reset

### eRaider Customer Verification

Please confirm your identity by entering either your Social Security Number or your R-number

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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.

**TEXAS TECH UNIVERSITY**

## eRaider Password Reset

**Password Reset Steps**

- User Information
- User ID Check
- Choose Alternate Contact
- Enter Verification Code
- Enter New Password
- Complete Password Reset

### Contact Information

Please select how to receive your verification code. The phone number is (\*\*\*-\*\*\*-1234)

Voice Call

Text Message

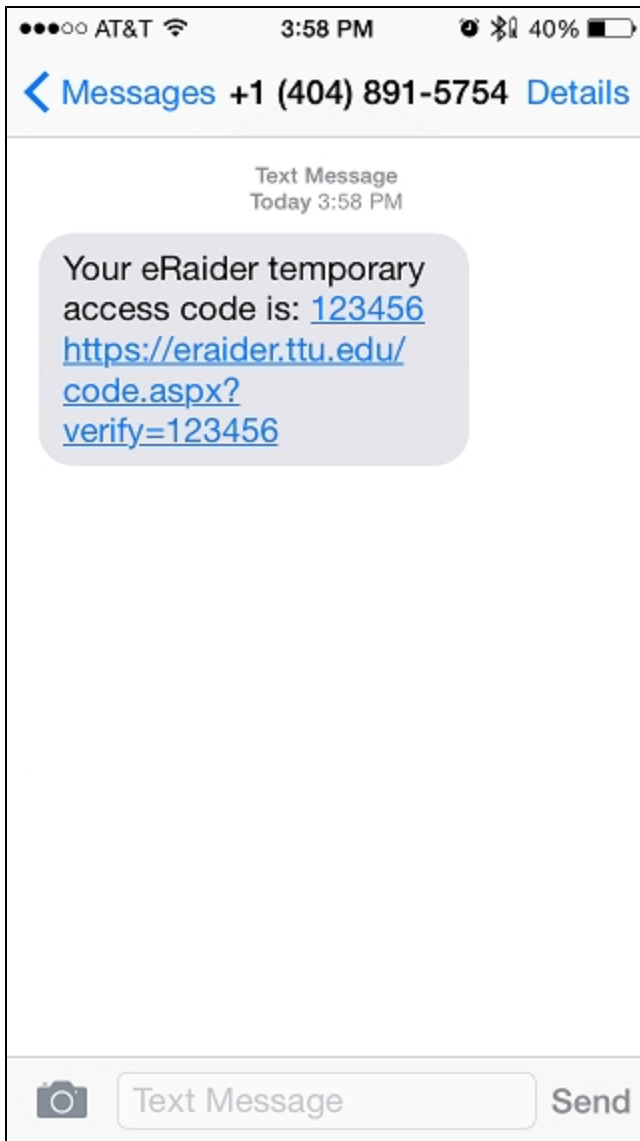
**Continue**

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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\*](https://eraider.ttu.edu/code.aspx?verify=<i>CODE</i>)



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**.



**Password Reset  
Steps**

User Information

User ID Check

Choose Alternate Contact

Enter Verification Code

Enter New Password

Complete Password Reset

## eRaider Password Reset

### Contact Information

Once you have received a verification code, you can enter here to complete the process.

Enter Code:

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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.



**Password Reset  
Steps**

User Information

User ID Check

Choose Alternate Contact

Enter Verification Code

Enter New Password

Complete Password Reset

## eRaider Password Reset

### eRaider 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 contain any word found in a dictionary
- Must NOT be reused within a one year period

Enter password:

Confirm password:

Continue

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#### OUTCOME

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





**Password Reset  
Steps**

User Information

User ID Check

Choose Alternate Contact

Enter Verification Code

Enter New Password

Complete Password Reset

## 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-](#)

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### Solution Properties

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**Author**

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