User Registration

1. Point your browser to:

tamusa.edu/its

2. Click the Password Reset Tool link under Helpful Links on the right

Helpful Links

Submit a service request

TAMU–SA Intranet (SharePoint)

Password Reset Tool

3. Click the User Registration link

User Registration
Establish your identity via registration
Change Password
Change your password using current password

4. Login with your Student ID and temporary password and click Login

Please login here

Sign in

User Name:

Password:

Log on to: TAMUSA

Login

5. Enter your temporary password as your Old Password, then enter a New Password, confirm it then click OK

Change Password
Change your current doma

Domain Password Policy Requi
• The minimum password age is 0
• The maximum password age is 9
• The minimum password length i
• No. of Passwords Remembered is
• The password complexity proper

Password must be at least 8 characters and must contain characters from **three** of the following groups:
1. English uppercase (A-Z)
2. English lowercase (a-z)
3. Numbers (0-9)
4. Non-alphabetic characters (! # $)

Old Password

New Password

Confirm New Password

OK   Cancel

6. Click the Click here to continue link

Change Password
Change your current domain password.

✔ Your password has been changed successfully.

Click here to continue

7. Click the Click Here button to begin the self-service enrollment process

Welcome! This portal offers you the power of password self-service!

• Password self-service: Reset password yourself when you forget it! Don't wait for the helpdesk!
• Self-service Account Unlock: Unlock the computer, when you are locked out of it.
• Self-service Directory Update: Update the changes in contact details yourself! And more..

Enroll now to enjoy these benefits!   Click Here

8. Fill out the answer for each question and confirm the answer. Answers must be at least 5 characters. If you uncheck the Hide Answers box, you will only have to enter your answers once.

Security Que & Ans   Verification Code

Length Specification

• The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters
• Please use only letters (a-z), numbers and symbols for answers.

Register Your Security Que & Ans

Que: * What is your mother's maiden name ?

Que: * What was the name of your elementary / primary school ?

Que: * What is the first name of your maternal grandmother ?

☑ Hide Answer(s)

You can uncheck this box to view your answers

9. Click the Verification Code tab and enter an alternate email address that is **NOT** your A&M-SA email. The alternate email address will be used to send you a verification code to reset or unlock your password when requested. Click Enroll when you are done

Security Que & Ans   **Verification Code**

Register Your Email Address(es)

student@jaguar.tamu.edu

Enter your email id   +

Enter an alternate email address that is NOT your student email. This will be used to reset or unlock your password when you request it.

Enroll

10. You will see this message once you have been enrolled successfully

ACTIVE DIRECTORY - You have enrolled for password self-service successfully! When you request for password self-service, you will be authenticated using this info.
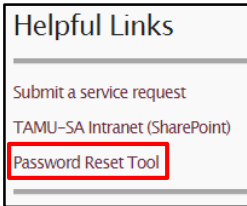
Your User Registration is complete! You can now access the Password Reset Tool whenever you need to reset your password or unlock your account. The instructions on the back explain the password reset process.
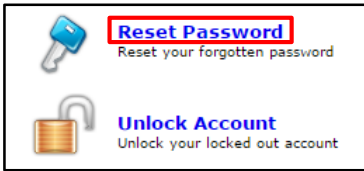
Resetting Your Forgotten Password
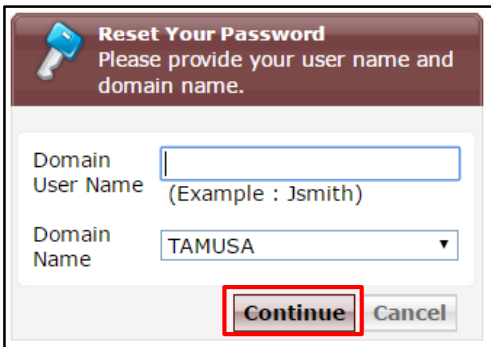
1. Point your browser to:

tamusa.edu/its

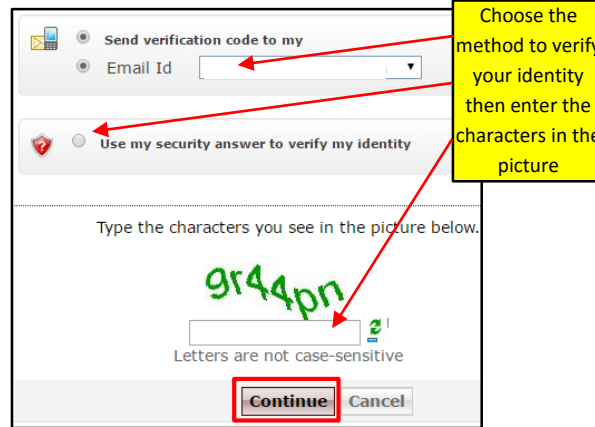2. Click the Password Reset Tool link under Helpful Links on the right

Helpful Links

Submit a service request
TAMU–SA Intranet (SharePoint)
Password Reset Tool

3. Click the Reset Password link if you have forgotten your password

Reset Password
Reset your forgotten password

Unlock Account
Unlock your locked out account

4. Enter your User Name and click Continue

Reset Your Password
Please provide your user name and domain name.

Domain User Name (Example : Jsmith)
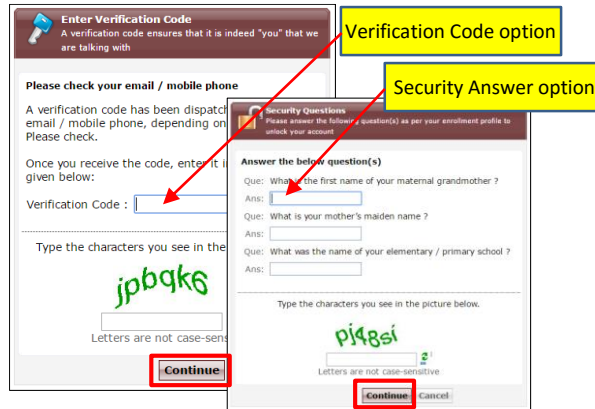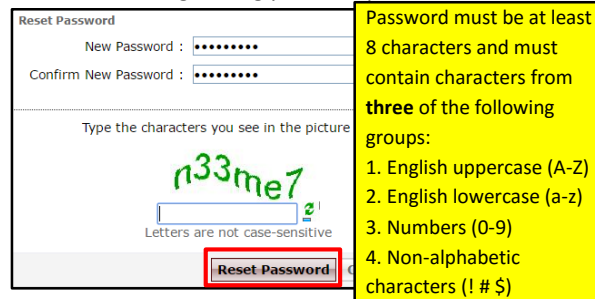Domain Name TAMUSA
Continue Cancel

5. Select your alternate email address if you want to receive your code via email. Or you can select the option to use your security answers to verify your identity. After you make your selection, type the characters you see in the picture then click Continue

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Send verification code to my
Email Id

Use my security answer to verify my identity

Choose the method to verify your identity then enter the characters in the picture

Type the characters you see in the picture below.

gr44pn

Letters are not case-sensitive

Continue Cancel

6. Check your alternate email account to retrieve your verification code and enter it in the form. If you chose the security answer option, then you will be prompted to answer your questions as your verification instead. Type the characters you see in the picture then click Continue

Enter Verification Code
A verification code ensures that it is indeed "you" that we are talking with

Please check your email / mobile phone
A verification code has been dispatched to your email / mobile phone, depending on your Please check.
Once you receive the code, enter it in given below:
Verification Code :

Type the characters you see in the

jpbqk6

Letters are not case-sens

Continue

Verification Code option

Security Answer option

Security Questions
Please answer the following question(s) as per your enrollment profile to unlock your account

Answer the below question(s)
Que: What the first name of your maternal grandmother ?
Ans:
Que: What is your mother's maiden name ?
Ans:
Que: What was the name of your elementary / primary school ?
Ans:

Type the characters you see in the picture below.

pi48si

Letters are not case-sensitive

Continue Cancel

6. Enter a new password and confirm it then enter the characters in the picture and click Reset Password. You will now be able to login using your new password

Reset Password
New Password : ••••••••
Confirm New Password : ••••••••

Type the characters you see in the picture

n33me7

Letters are not case-sensitive

Reset Password

Password must be at least 8 characters and must contain characters from **three** of the following groups:
1. English uppercase (A-Z)
2. English lowercase (a-z)
3. Numbers (0-9)
4. Non-alphabetic characters (! # $)

TEXAS A&M UNIVERSITY
SAN ANTONIO

Enrolling and Changing Your Password

with the

Self Service Password Reset Tool

Welcome to Texas A&M University-San Antonio!
We're glad you've chosen to join us.

You have been issued a new computer network account and default password. This brochure will guide you through the process of enrolling with the Self Service Password Reset Tool and changing your default password.

The Self Service Password Reset Tool provides all A&M-SA students and employees the ability to reset forgotten or expired passwords without having to visit the ITS Helpdesk. Enrolling with the Self Service Password Reset Tool is easy. It only takes a few minutes, need only be done one time, and is good for life. Please take a few moments now to perform your Self Service enrollment.

If you need any assistance, please contact the ITS Helpdesk at: **210-784-4357**