FACULTY/STAFF ONLY (NOT FOR STUDENTS)
Step-by-Step: Passphrase Reset and Sync

To effectively reset your UTSA Passphrase and ensure it works across your devices and applications, follow ALL of these steps:

- Visit the passphrase portal
- Verify your identity
- Designate a new passphrase

THEN, don’t miss the next step:
- Sync your new passphrase across UTSA assets (via VPN).

Note: failure to sync your new passphrase across your devices may result in account lockouts or other login issues.

1. **Visit** [https://passphrase.utsa.edu](https://passphrase.utsa.edu) and select “Begin Reset.”

2. Provide a **cellphone number** or **non-UTSA email address** for Tech Café to send you a reset code and click “Submit.”

3. **Verify** your identity by providing your Banner ID and date of birth.

   Note: You can find your Banner ID on the front of your myUTSA ID card; it consists of several numbers preceded by an @ symbol.
Using a cellphone number to receive your reset code?

If you are using your cell phone for a reset code, please select the cell phone provider from the drop-down box. If you do not see your provider, you may need to look up the network your cell carrier uses. For example, MetroPCS is not on this list, but it runs on the T-Mobile network. In that case, you would choose T-Mobile.

Using an email address to receive your reset code?

Be sure that the email address you provide does not end in @utsa.edu or @my.utsa.edu

4. Next, you will receive an e-mail or text message from TechCafe@utsa.edu

5. On the next screen, enter your myUTSA ID (abc123) and reset code and click “Submit.”

Following passphrase requirements, Designate a new passphrase and click “Save Passphrase.”

UTSA Passphrase Requirements

- A minimum of 15 characters
- No common phrases
- No patterns of numbers and letters
- Not similar to your previous passphrase
- Not guessable by knowing you or reviewing information about you (such as on Facebook, Twitter, etc.)
6. **Sync** your new passphrase across your UTSA assets.

**FROM ON CAMPUS**

(Windows Operating Systems):

- Log in to your PC with the old passphrase. After a few minutes, the computer will prompt you to update your credentials.
- Press the `Ctrl+Alt+Delete` keys and select “Lock This Computer.”
- Now sign in with your new account passphrase.

**FROM OFF CAMPUS**

(Windows Operating Systems):

- Log in to your PC with the old passphrase.
- Connect to the VPN (vpn.utsa.edu) with your new passphrase. *Need help with the VPN? See instructions below!*
- Press the `Ctrl+Alt+Delete` keys and select “Lock This Computer.”
- Now sign in with your new account passphrase.

**NOTE:** LEAVE YOUR COMPUTER LOGGED IN TO THE VPN FOR AT LEAST AN HOUR TO ENSURE THIS PROCESS HAS TIME TO COMPLETE.

For Macbook, Macbook Pro, and iMac Computers (Apple MacOS):

*Updating the login account on an Apple MacOS UTSA computer may require a campus visit and assistance from our Tech Café team. Please contact us (210-458-5555) for further steps or an appointment.*

I’m off campus!

**What is the VPN (Virtual Private Network) and how do I connect?**

UTSA's VPN service provides a secure connection to the campus network from any location as long as the computing device has an Internet connection. To ensure optimal performance and information security, your UTSA computer needs to complete a regular "check-in" on the VPN.

**Note:** When telecommuting or bringing UTSA devices off-campus for extended periods, please make it a habit to connect to VPN for around an hour once a month.
Access and Connect to the VPN

1. **Open** a web browser and navigate to https://vpn.utsa.edu.
2. **Enter** your myUTSA ID (abc123) and current passphrase.
3. **Complete** Duo two-factor authentication

If you have never connected to the VPN, you will be prompted to install the VPN client. Click “Install” when prompted. When the plugin installation has completed, **exit and restart** your browser.

*Note: the plugin installation will appear differently depending on which browser you are using.*

As you are connecting to the UTSA VPN, the prompt will show the VPN client **initializing** its connection. After the connection is made, the f5 VPN client will show **connected**.

*Note: the “connected” page may disappear.*

To verify you are connected to the VPN, click the **“Show hidden icons” arrow** on your taskbar and double-click the F5 logo.

**NOTE:** **LEAVE YOUR COMPUTER LOGGED IN TO THE VPN FOR AT LEAST AN HOUR TO ENSURE THIS PROCESS HAS TIME TO COMPLETE.**
After your passphrase has been reset and your UTSA desktop login resynced, please be aware that your old credentials may be cached in certain applications on your desktop/laptop computer and other mobile devices. In some cases, old, cached passwords must be manually updated to prevent subsequent account lockouts from the failed logon attempts.

**Microsoft Office desktop applications**—your Office desktop applications will generally update automatically or will prompt shortly after changing your passphrase for updated login credentials. Please enter your username in the format of FirstName.LastName@utsa.edu and the new passphrase.

**Saved web browser forms (saved passwords)**—If you have saved login credentials in your web browser for UTSA sites, such as Outlook Webmail, PeopleSoft, Blackboard, ASAP or others, these must be manually changed. When signing back into any UTSA page for the first time after a passphrase reset, remember to type in the new passphrase and click “remember” to save the update.

**Other UTSA computers on campus**—If you use multiple computers on campus, these may also contain the old, cached credentials and cause account lockouts. Please perform these same steps on all UTSA issued desktop and laptop devices.

**Mobile device applications**—If you signed into Outlook (e-mail) or Microsoft Teams on your mobile device, these should also prompt shortly after your passphrase is reset and ask you to sign in with updated credentials. Please follow the prompts and sign in with Firstname.Lastname@utsa.edu and your new passphrase.

**Mobile device WiFi**—If you bring a mobile device on campus that was previously connected to AirRowdy, it will try to reconnect with the old credentials and could cause your account to lock-out. For these devices, proceed to the wireless settings and choose “Forget Network” for the AirRowdy_Fac_Staff connection. You can then proceed to re-add the connection with your new credentials in the form of abc123 and passphrase.

**Have more questions or need help?**
**Call the Tech Café at 210-458-5555**