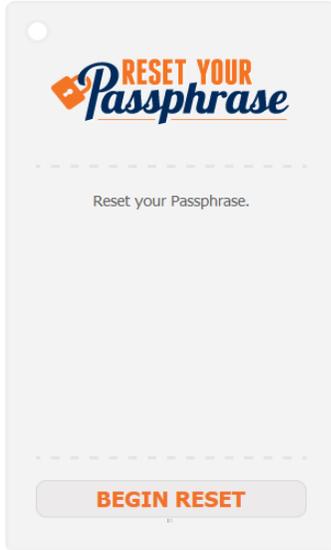


# STUDENTS ONLY

## 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

**NOTE: YOU MAY NEED TO MANUALLY CHANGE YOUR SAVED PASSPHRASE ON YOUR DEVICES**

**1.** **Visit** <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.*

### Request a Passphrase Reset Code

Enter the following:

myUTSA ID  
(Do not use your Banner ID)

Send the passphrase reset code to:

Cellphone Number example (123) 123-4567

Non-UTSA Email Address

[Set Up Passphrase-Contact Information](#)

[Enter Reset Code](#)

### UTSA Passphrase Reset Request

#### Additional Information Needed

Complete the information below and then click 'Submit'

myUTSA ID:  
abc123

\* Please confirm you Banner ID: (EX: @01234567)  
You can find your Banner ID on the front of your myUTSA ID Card

\* Please confirm your Date of Birth: (EX: MM/DD/YYYY)

Cellphone:  
(555) 555-1234

Provider:

## tips:

### 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](mailto: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.**”

#### Enter the Passphrase Reset Code

Enter the reset code you received via text message or email.  
An asterisk (\*) denotes a required field.

Enter your myUTSA ID and Reset Code

\*myUTSA ID:

\*Reset Code

#### Didn't get the text message?

Reasons why you may not have received the text message:

1. You may have mistyped your cell phone number or email address. [Request another reset code.](#)
2. Additional information did not match what is on file. [Request another reset code.](#)
3. There was an error in processing your request. [Request another reset code.](#)

Select Help below for further assistance.



## 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.)

## Updating Cached Accounts on Personal Devices

Please be aware that after your passphrase has been reset **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 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 [abc123@utsa.edu](mailto:abc123@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 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.

**Mobile device applications**— If you signed into Office 365 products (Word, Excel, etc) 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](mailto:Firstname.Lastname@utsa.edu) and your new passphrase.

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