

## HOW TO RESET MY PASSWORD

If you have forgotten your password, you can reset your password using an automated process. You will be required to provide your answer to the hint question selected for your account. If you provide the correct answer, you can reset your password to a new password.

If you have forgotten your user name, you must re-register.

### To reset your password:

1. From the Login page, click the link under **Forgot your Password** to go to the Forgot Password page. The Forgot Password page is displayed.
2. In the **User Name** field, type your user name.
3. Click **Next**.
4. The Answer Hint Question page is displayed with your hint question. In the **Answer** field, type the answer exactly as you entered it when you registered for txConnect (or updated your hint question in your account).
5. Click **Next**. The Set New Password page is displayed.
6. In the **New Password** field, enter a new password that you will use when you log on to txConnect.
  - The password must be six to nine alphanumeric characters.
  - Use a combination of the following: uppercase, lowercase, numeric, and/or punctuation (e.g., aBc1234).
  - Your password is case-sensitive (i.e., you must always type it exactly as it is entered here, including uppercase and lowercase letters).
7. In the **Confirm Password** field, retype your password exactly as it was typed above. This step confirms that you typed your password as you intended.
8. Click **Finish**. The Summary page for the first student in your alphabetical list is displayed