Self-Service Password Reset Tips
Read more at the "Self-Service Password Reset FAQ" at url.tamu.edu/sspr.

Setting Up Self-Service Password Reset
1. Go to the Aggie Account Gateway at gateway.tamu.edu.

2. Click the Password Settings tab and Log In.

3. Select the option to “Allow Self-Service Password Reset to send a temporary access code to my alternate email address or mobile phone number.”

4. Enter a mobile phone number and/or a non-Texas A&M email address.
   - The mobile phone must be text message enabled. A confirmation text will be sent during the setup process. Do not enter a work or home phone number.
   - And / Or choose an off-campus email account that you access regularly.

5. Click “Save”.

6. If you entered both an “Alternate Email Address and a Mobile Phone Number:” you will need to perform steps 7 and 8.
7. If you entered an “Alternate Email Address:” you will see a screen that says “Confirmation Needed”. A Confirmation Email will be sent to this Email address with a 'Link' that you must click on in order to confirm the Email address provided. The subject of the Email is ‘NetID Alternate Contact Confirmation Required’, and you must click on the enclosed link in order to complete the setup.

- Clicking on the link will direct you back to the TAMU Central Authentication Service logon page and you must log in with your NetID and Password to complete the process. Once completed you will see the following success message.

8. If you entered a “Mobile Phone Number:” you will see a screen that says “Confirmation Needed”. Do not close this web page until you have received and entered the Confirmation Code. A ‘Confirmation Code’ will be sent via text to the phone number you entered and you must enter that code on this web page.

- Enter the code on this web page and you will see the following success message.
Resetting a Forgotten Password

1. If you have forgotten your NetID password and need to reset it, click the ‘Forgot your Password?’ link located near the login button for many Texas A&M resources or at http://gateway.tamu.edu/.

2. Enter your UIN, Date of Birth, and click “Log In”.

![Password Reset Form](image)

3. Choose where you want your temporary access code to be sent: mobile phone or alternate email address, and click “Send me a new Code”.

![Select Access Code Method](image)

4. After receiving the code enter it on the following screen. If you are not on the “Enter Access Code” screen, click on ‘I already have a code’ to get to this screen.

![Enter Access Code Form](image)

5. You can now reset your NetID password. Enter and re-enter a new password, then click Submit.