

Reset Touchnet Password Job Aid

The purpose of this job aid is to provide instructions for logging in to **Touchnet**. Touchnet passwords expire and need to be reset every 90 days.

1. Navigate to the Touchnet login page by going to <https://secure.touchnet.net/central>.
Note: Do not save this link as a favorite. It must be navigated to directly upon each log in.
2. Click **Forgot your password?**

The screenshot shows the 'Account Login' page. It has a title 'Account Login' and a subtitle 'Sign in with your username'. Below the subtitle is a text input field containing 'C21611.username'. Underneath that is a password input field with masked characters '.....'. A red rectangular box highlights the text 'Forgot your password?' which is a link. At the bottom of the form is a green button labeled 'Sign in'.

3. Enter username in the field provided. Click **Continue**.

The screenshot shows the 'Account Login' page. It has a title 'Account Login' and a subtitle 'Please provide the following details.'. Below the subtitle is a text input field containing 'C21611.username', which is highlighted with a red rectangular box. At the bottom of the form is a green button labeled 'Continue'. A hand cursor icon is positioned over the 'Continue' button, indicating it should be clicked.

- Users must select an authentication type for multi-factor authentication.

Note: *It is recommended to authenticate with the user’s UTA email address, but users may also authenticate by phone.*

Account Login

Select an authentication type.

- Phone
- Email
- Update Phone
- Update Email

- Follow the steps on the screen to complete **multi-factor authentication**. Directions will vary depending on authentication method chosen by the user.
- Enter a new password and reenter the password to confirm. Then click **Continue**.

Account Login

Please provide the following details.

New Password

Reenter Password

Continue

For additional assistance, please contact OIT: UTAMarketPlace@UTA.edu.