

# EID Password Change Process

Your EID is used to control access to many things at UT, not just web pages that specifically ask you to log in with your EID. Among other things, you use your EID (or EID linked account) when you log onto computers with your AUSTIN account, when you check your Office 365 email, and when you connect to the university wireless network or VPN. So when you change your EID password that also affects these other logons.

Once you change your EID password, you can start using your new password right away on most UT web pages that require EID logons, but some of other services (like AUSTIN login, O365 logins, and wireless) may take a few minutes to an hour to update. Most of these other services may have remembered your previous password and will prompt you to enter your new password.

For this reason, we recommend you change your EID password when you have the time to save your work, log out, and leave your computer for a little while. For example, you can change your password before you leave for a meeting, before you go to lunch, or when you leave for the day. When you return to your computer log in using your new EID password. This is only a suggestion to minimize interruptions, though. It is not required. You may continue to use your computer right after you change your password, but you may begin to receive notices that you need to log out and log back in or that your email or some other network application is having trouble connecting. You can wait until that time if you like and then log out of your computer and log back in.

***Also, we strongly recommend you change your password while on campus.*** This is especially important in the case of laptops. Ensure you are able to log onto your laptop with your new password ***before*** you to take it off campus.

To change your EID password . . .

1. First, log on to the EID Self Help page using your current EID password, and then click the "Change My Password" link:
  - [https://idmanager.its.utexas.edu/eid\\_self\\_help](https://idmanager.its.utexas.edu/eid_self_help)
2. Refresh the 'utexas' wireless connection for your laptop, phone, and other mobile devices. The easiest way to do this is to configure your device to forget its current 'utexas' connection then simply re-add it and enter your new EID password when prompted. Below are links to help pages on how to do this for some common types of devices:
  - [Windows](#)
  - [MacOS](#)
  - [iOS Devices \(iPhones & iPads\)](#)
  - [Android](#)
3. Outlook and most other email applications should automatically detect that your Office 365 email password no longer works and then prompt you for your new password. If this does not happen, you will need to manually change your saved password. Please consult the following guide for assistance if you need to do this:
  - [Manually update an email client password](#)

If you would like more information about the EID password change process and the current change password campaign, please visit the ITS EID Password change guide at [https://ut.service-now.com/sp?id=kb\\_article&number=KB0017218](https://ut.service-now.com/sp?id=kb_article&number=KB0017218).

As always, if you encounter any difficulty changing your password or would just like assistance in doing so, please stop by the Service Desk.