

# Student Tech Support

8 am - 5 pm: 719-384-6970

otero.helpdesk@otero.edu

24/7 Tech Support: 1-888-800-9198

Shawn Borton: 719-384-6982

Robert Ornelas: 719-384-6830

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**First-Time User Credentials (for ALL Otero systems, including campus computers, WiFi, MyOtero portal, D2L, WebEx, etc.):**

**Username: S#**

**Temporary Password: The capitalized word "Student," followed by your date of birth in the following format-- StudentMMDDYYYY**

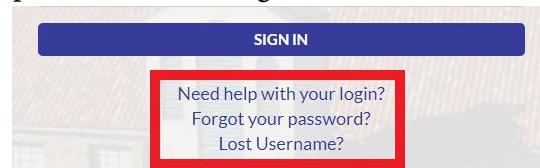
Once you have logged in, you will be prompted to set your own password. **Your password must be at least 14 characters long and must contain a capital letter, a number and a special symbol.**

## How to Reset Your Password:

1. Visit Otero.edu. Select "MyOtero" in the top left-hand corner.



2. Select "Forgot your password?" from the options below the login screen.

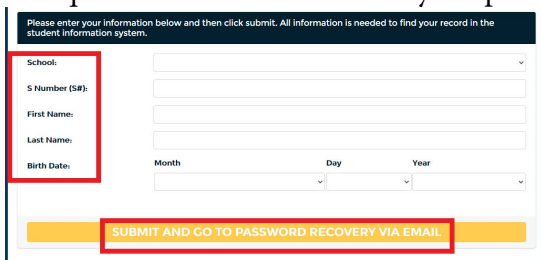


3. Select password recovery by email. **OR** Select password recovery by student verification.

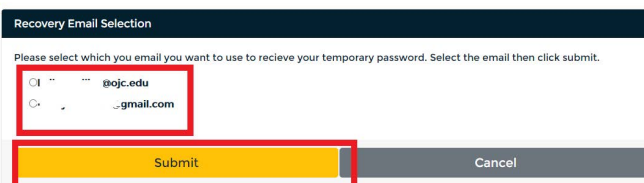


### Email Recovery Option:

1. Enter the required information to reset your password by email:



2. Select your **personal** email (gmail, hotmail, yahoo, etc...) from the list. A temporary password will be sent to this email address.



### Identity Verification Option:

1. Enter the required information to answer a series of identity verification questions and receive a temporary password.

