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 Meagan Hotchkiss-Trejo:719-384-6839

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:



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

	School: S Number (S#):				
	First Name:				
	Last Name:				
	Birth Date:	Month	Day	Year	
	Birth Date:			~	v

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

Recovery Email Selection	
Please select which you email you want to use to recieve your Ot " Bojc.edu C+ _gmail.com	temporary password. Select the email then click submit.
Submit	Cancel

Identity Verification Option:

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

Please enter your informa student information syste	tion below and then click su m.	bmit. All information is nee	ded to find your rec	ord in the
School:				~
Student Number (S#):				
First Name:				
Last Name:				
Birth Date:	Month	Day	Year	
		~	~	~
SUB	MIT AND GO TO STU	IDENT CHALLENGE	QUESTIONS	