

CITES HELP DESK PASSWORD RESET AUTHORIZATION FORM

PDF version 1.0

INSTRUCTIONS

1. Complete the form on the right, taking special care to provide the phone number(s) where you will be reachable after submitting the form.
2. The ticket number was given to you by the Help Desk consultant you spoke with. It will start with an "R" or an "I" followed by at least six digits. **We cannot process this form without a valid ticket number.** If you do not have a ticket number, you must call the Help Desk at 217-244-7000. Please keep this ticket number handy as you will be asked to provide it again later.
3. You can save your completed form to your computer by going to File -> Save As -> Save as PDF if using Adobe Acrobat Reader.
4. Scan or copy two (2) photo IDs (e.g. your I-Card, driver's license, state ID, passport, FOID card, etc.) and save them to your computer. **If your IDs have a Social Security Number or other sensitive information on them, we strongly encourage you to black out this information on the copy.**
5. Compose an email with a subject of PASSWORD RESET AUTHORIZATION FORM. Attach the saved form and ID file(s). Send this email to **consult@illinois.edu**.
6. Shortly after receiving your email, a Help Desk consultant will contact you at the phone number you provided. If the form is complete and the consultant is able to speak to you directly, they will set your NetID password to a randomly generated string and convey it to you over the phone. **PLEASE NOTE: The Help Desk will not leave your password in a voicemail, give your password to someone other than you, or send it in an email or chat.**
7. The NetID password can be used immediately. The consultant will ask you to test your password by logging in to the CITES Password

Manager and having you set or reset your CITES Security Questions. These questions can be used in the future to reset your CITES passwords.

8. **Twenty-four (24) hours after the NetID password was set you should log in to the CITES Password Manager and reset your NetID password to something of your choosing.**

Name

NetID

Department

Campus phone and/or other phone

Email address

Ticket number

Date