WHAT TO DO IF YOUR BEARID PASSWORD STOPS WORKING...

1. If your password stops working, go to:  
   http://www.baylor.edu/bearid
2. Click on “Change BearID Password”
3. Under the log-in box, click on “I have forgotten my password OR My password doesn’t work…”
4. On the following page, fill in the appropriate fields.
5. Answer your security questions. These answers must match the answers you used when you originally set up the questions.*
6. After answering your security questions, enter your new password in the fields on the following page.

*If you cannot remember your security questions, the Help Desk can manually reset them, but only during normal business hours, Monday-Friday from 8 AM to 5 PM.

WHAT TO DO IF YOU CANNOT REMEMBER YOUR PGP PASSPHRASE...

Call the help desk at 254-710-4357. We will contact the appropriate security personnel to help you reset your PGP passphrase.

WHAT TO DO IF YOUR BAYLOR MOBILE DEVICE IS LOST OR STOLEN...

As soon as you are aware that your device is gone, you need to contact ITS immediately. During normal business hours, you need to call the Help Desk at (254) 710-4357. After hours, the best way to notify ITS is by sending an email to lostdevice@baylor.edu. This email goes directly to an ITS technician that will contact you before any action is taken. Be sure to include in the body of the email, information as to how and when you can be contacted since your Baylor device will not be an option.

TIP: All Baylor mobile devices are required by policy to have passcodes set, so that in the event that they are lost or stolen, they cannot be easily compromised.

WHAT TO DO IF YOUR BAYLOR LAPTOP IS LOST OR STOLEN...

Report any stolen laptop immediately to the local authorities and also contact the Help Desk at 254-710-4357. If after hours, send an email to lostdevice@baylor.edu.

For more information, see the Physical Security webpage at:  

COMMUNICATION CHANNELS

PHONE

CALL 710-HELP (4357), DURING BUSINESS HOURS, TO ASK A QUESTION OR REPORT A PROBLEM TO THE HELP DESK.

CALL 710-DOWN (3696) 24/7 TO HEAR RECORDED MESSAGES ABOUT CURRENT SYSTEM OUTAGES FROM THE DOWN LINE.

EMAIL

ITS WILL SEND EMAIL NOTIFICATIONS FOR PLANNED OUTAGES. THESE OFTEN INCLUDE SYSTEM MAINTENANCE AND UPGRADES.

WEBSITE

INFORMATION ABOUT PLANNED AND UNPLANNED OUTAGES CAN BE FOUND ON THE FRONT PAGE OF THE ITS WEBSITE AT:  
WWW.BAYLOR.EDU/ITS.

TWITTER

FOLLOW @BAYLORITS_ALERT TO GET SYSTEM STATUS CHANGES.

FOLLOW @BAYLORITS_HELP FOR MESSAGES FROM THE HELP DESK ABOUT CURRENT TECHNOLOGY ISSUES.

USE THE HASHTAG #BAYLORITS TO TRACK, REPORT OR ASK QUESTIONS ABOUT ON-CAMPUS TECHNOLOGY ISSUES.