

## Forgot your User ID?

1. Log in to <https://texashealth.readysetsecure.com>
  2. Click the link: Retrieve Your User ID
  3. Enter your First Name, Last Name, Date of Birth, and **1107** for the Organization 4-digit Code. Date of Birth must be entered in a MM/DD/YYYY format.
  4. Answer your security questions. The answers are case sensitive and must be typed exactly the way they were set up. Example: Smith must be entered in as Smith, not smith.
  5. If you answer security questions incorrectly, you will be prompted to answer another security question. If you answer all three security questions incorrectly, call the IT Help desk at extension 4357 or 682-236-4357 from off campus.
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## Forgot your Password?

1. Log in to <https://texashealth.readysetsecure.com>
2. Click the link: Retrieve Your Password.
3. Enter your User Name and Date of Birth. DOB must be entered in a MM/DD/YYYY format.
4. If you choose to reset your password online, click Next.
5. Answer your security question.
6. If you choose to send a password link to your email address, you must enter the email address that was initially set up with the account, this could be your personal or work email address.

If any of these steps do not work, please contact the IT Help desk at extension 4357 or 682-236-4357 from off campus.

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