

Detailed Guide

First, set up your recovery method

A) Go to www.utorid.utoronto.ca

- Choose set up your password reset / account management options

Figure 1 UTORid Web Page

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UTORid Account Management

Your UTORid (with password) is your key to a number of services:

- UTmail+
- UTOrexchange
- UTOrmall
- Campus Wireless
- ACORN
- The Learning Portal (Blackboard)
- Library Services
- CISCO/Jabber Personal Desktop Videoconference Services (staff & faculty)
- Library Workstations
- RAISE (Research)
- Employee Self-Service (ESS)
- Microsoft Campus Agreement Downloads
- UTAAlert

First Time Users

- activate your UTORid (all students, faculty, and staff)
- create your UTORid (others)
- create a Departmental Shared Mailbox (faculty/staff only)
- enable your JOINid (applicants only)
- reset your JOINid password (applicants only)

Password and Account Management

- **set up your password reset / account management options**
- change your password
- reset your forgotten password

Make Changes

Get Information

B) Enter your options

- Choose how you would like to reset your password (via SMS or alternate email)
- Select an alternate email (other than your U of T account)

Figure 2 Password Reset Option Form

Password Reset & Account Management Options

1. Please provide the following information which will be used for password reset and account management.

Mobile Phone Number: e.g. 416-555-1234

Confirm Mobile Phone Number: e.g. 416-555-1234

Alternate Email:

Confirm Alternate Email:

2. Choose one of the following methods for resetting your password:

Via SMS - Mobile Phone

Alternate email

In-Person Only (Help Desk)

If you chose In-Person Only, you can only change this method by visiting a Help Desk. Other methods can be changed at any time using this website.

Notice of Collection:
The University of Toronto respects your privacy. Personal information that you provide to the University is collected pursuant to section 2(14) of the University of Toronto Act, 1971. It is collected for the purpose of establishing and managing your UTORid account and related purposes at the University of Toronto. At all times it will be protected in accordance with the Freedom of Information and Protection of Privacy Act. If you have any questions, please refer to www.utoronto.ca/privacy or contact the Office of the Chief Information Officer at 416-978-6565, 27 King's College Circle, Room 5, Toronto, ON M5S 1A1.

Please contact the [Help Desk](#) if you have questions.

Then recover your account password whenever you need to

- After opting in for the password reset tool, you can change your password any time at: <https://recover.utorid.utoronto.ca>

Figure 3 Enter your UTORid

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UTORid Account Recovery - Password Reset

Please enter your UTORid below

Note: You must have previously configured your UTORid for account recovery to make use of this service. Please wait 20 minutes after registering, or making a change to your registration, before using this system.

For more information, please see the [set up for password recovery](#) section on the UTORid management page.

Next

Figure 4 - If you chose phone, you will be asked for the last 4 digits of your phone number

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Verify Your Identity: Submit Your Answers

You must answer 1 of the following 1 questions.

Please enter the last four digits of the cellphone number you registered for Account Recovery

Next Cancel

Figure 5 - Enter the Security Code sent to your mobile phone or alternate email

The screenshot shows the University of Toronto logo at the top left. Below it is a dark blue header bar. The main heading is "Verify Your Identity: Mobile Phone Verification". A paragraph of text explains that a security code was sent to the user's mobile phone. Below this is a label "Security Code:" followed by a single-character input field. At the bottom are two buttons: "Next" and "Cancel".

Figure 6 Change your password.

The screenshot shows the University of Toronto logo at the top left. Below it is a dark blue header bar. The main heading is "Password Reset: Choose Your New Password". A paragraph of text asks the user to follow the rules below when creating a new password. Below this is a table with four columns: "type", "no. of characters", "character sets", and "examples".

type	no. of characters	character sets	examples
Short	10-15	3 or more sets	Ex@shorTest
Intermediate	16-19	2 or more sets	ShortJustTwoSets
Easy to type	20-32	1 set (or more)	examplelongerbuteasy

Below the table is a "Recommendation" section: "Use 4 random words for a long password".

Below that is a section titled "Permitted Character Sets" with the following rules:

- lowercase: a – z
- uppercase: A – Z
- numbers: 0 – 9
- symbols: + - ~ ! @ # % & () . < > ? ; [] { } _ ^ = | / (space not allowed)

Below the rules are two input fields: "Enter a new password:" and "Re-enter the password:". At the bottom are two buttons: "Next" and "Cancel".