

## **Internet Native Banner (INB) Password Reset Instructions**

The user needing to have their INB password reset will need to send an email to IT Operations at [ITOPS@pvamu.edu](mailto:ITOPS@pvamu.edu).

The subject line for the email should read: Banner INB Password Reset Request

Included in the body of the email is the following information:

1. The last four digits of your University Identification Number (UIN)
2. The last four digits of your Driver's License number (\*if provided)
3. Contact campus telephone number (where user can be called if further verification is requested)

When all of the above information is verified, the user will be sent an email from ITOPS indicating that their password has been reset with instructions for the temporary password.

Note: If the above three pieces of information cannot be verified by ITOPS the user may be required to go to S.R. Collins Building, Room 126 with photo identification.

Note password reset requests will only be made through this documented process or in person with proper identification in S.R. Collins building, Room 126. *Telephone calls will not be accepted for INB password resets.*

**Remember it is our job to protect the information of our students.**

\*If a driver's license number was not provided, then the last four digits/characters of the eight digit/character response provided to ITOPS via Banner messaging.