LU Library Account Troubleshooting Guidelines

- Have the students install DUO before going through the password reset. This will speed up any issues once the password reset is successful.

- Issues with Library access usually are issues with setting passwords. Here is a best practice for setting up passwords successfully.

  1. Use a phrase or word that is easy to remember.
  2. Replace common letters with symbols or numbers (usually one will do)
     a. A = @, E = 3, I = 1
  3. Do not use a name, especially your first or last. These will almost always fail.
     a. If you want to use your name replace letters with suggestions from #2.
  4. End or begin the password with a number or symbol (or both).
     a. Change only the number or symbol when password changes are forced.

- If you get an error when trying to complete the reset. Please pay attention to why it rejected the new password. It'll help when trying to create another new one.

- Password reset link: https://passwordreset.lamar.edu/accounts/authVerify?operation=reset&isGina=false.

- When the issues are Duo related see below, or if the above does not help, contact the LU helpdesk.

- LU Duo information: https://www.lamar.edu/it-services-and-support/lea-2-step/device-management.html.

- LU Helpdesk: phone – 409-880-2222 or email - servicedesk@lamar.edu.