

Sponsored Password Change Form

Not for Garnet Gateway PIN use.

Please contact Help Desk Services at (207) 786-8222 for assistance with Garnet Gateway PINs.

To initiate a Sponsored Password Change from off-campus you must complete this form and **fax** it to Help Desk Services at 207-753-6939. Help Desk Services operates from 8AM to 5PM, Monday through Friday.

PLEASE NOTE: It can take one to two business days to complete this process. During peak times the process can take up to three business days to complete.

IDENTIFICATION INFORMATION

First Name _____ Last Name _____ Date of Birth ____/____/____

Check all that apply to you: Faculty Staff Student Other _____

Network Username _____ Bates ID Number _____

The user portion of your e-mail address. e.g., username@bates.edu

This is the 9-digit number printed on your Bates ID card

PHOTO IDENTIFICATION

Photo identification is required. When you fax this form please include a copy of a valid photo ID on a separate page. Valid photo IDs are a Bates ID card or a valid government issued identification card which includes a picture (e.g., Driver's License, Passport, State ID Card, or Military ID Card). If using a passport please provide a copy of the picture page.

DO NOT PROVIDE CREDIT CARDS OR SOCIAL SECURITY CARD.

CONTACT INFORMATION

Full Campus Address (faculty, staff and on-campus students) _____

Campus Phone Number (faculty, staff and on-campus students) _____

Full Mailing Address _____

Home Phone Number _____

Phone number where you can be reached within the next two (2) business days _____

The best time (Eastern US Time) to reach you within the next two (2) business days _____

If you are not going to be reachable within the next two (2) business days please wait to submit this form until you will be available.

Fax number where your Password Change Token and instructions can be faxed to you _____

Where are you right now (city, state/province, country) _____

We may attempt to verify your location.

CERTIFICATION

I certify that the information provided on this form is accurate and complete.

Signature _____ Today's Date _____

NOTICE: You are encouraged to retain the completed form and the associated copy of your photo identification until you have received your Password Change Token from Help Desk Services. You may be asked to resend them if the transmission is illegible. Once you have received your Password Change Token it is recommended that you destroy the completed form and the copy of your photo identification.