ECU PirateID Passphrase Reset Request Form

Please email this completed form along with a photocopy of a valid photo ID to hdreset@ecu.edu. We will send you an Activation Code via email to your non-ECU email account. Note, you can take a picture of the completed form with your cell phone and email it to hdreset@ecu.edu.

1) PirateID or Full Alumni email address: ____________________________ 
   (PirateID is the first part of your ECU e-mail address)

2) Last Name: _____________________ First Name: ____________________ MI: __

3) Phone Number: ________ - ________ - ________

4) Alternate (Non-ECU) Email Address: _____________________________________________

5) Please Check All that Apply: 
   ____ Create Activation Code for Resetting Your Passphrase 
   ____ Need ECU/Banner ID

6) Does your account contain any of the following information for someone other than yourself? 
   ____ Yes  ____ No – Social Security Number
   ____ Yes  ____ No – Academic Records (grades, evaluations)
   ____ Yes  ____ No – Health Records (medical conditions, medical history, medications)
   ____ Yes  ____ No – Personal Credit Card Numbers (You will need to notify your Bank)
   ____ Yes  ____ No – ECU Credit Card Numbers
   ____ Yes  ____ No – Other Sensitive Data (PII – Personally Identifiable Information)

I hereby authorize the Help Desk to create an activation code so that I can access the PirateID passphrase maintenance site:
________________________________ / ____________ (Signature/Date)

Requests must be accompanied by valid photo ID.

Valid Photo IDs:
University ID Card (ECU 1 Card)
Driver’s License*
Any Government Issued Photo ID*

*To protect your personal information you must black out all information except your name, signature, and picture.

Submit In Person

If you are on or near campus, this form may be submitted in person at one of the following locations. You will still need to bring a valid photo ID to verify your identity.

East Campus:
Walk-In IT Help Desk: Austin Building Room 103 (M-F, 8am - 5:30pm fall and spring; M-F, 8am – 5pm summer)

West Campus:
Laupus Library Room 2502 (Mon – Fri, 8 AM – 5 PM)

*Please note: Passphrase reset requests submitted before 12:00 noon will be completed no later than 5:00 PM the same business day. Requests submitted after 12:00 noon will be completed no later than 12:00 noon the following business day. ITCS staff will make every effort to reset your passphrase as soon as possible.

**This form is available online at http://www.ecu.edu/cs-itcs/help/passphrase.

Help Desk Phone Number 252-328-9866    Fax Number 252-737-1715    Revised: 6-26-2017