



DRURY
UNIVERSITY

DUAL CREDIT

RESET AUTHENTICATION INSTRUCTIONS

When a student gets a new phone, the student must submit a Drury Help Desk Ticket to request their authentication be reset.

Please click the link and follow the instructions.

1. Submit a Help Desk Ticket

Go to: <https://helpdesk.drury.edu>

Click PASSWORD HELP.

2. Complete the Form

Fill out all fields so the Help Desk has your current information.

- Use the alternate email address you provided on your application.
- In the description, state that you are a DC student, you got a new phone, and you need your authentication reset.

3. Watch for Email Updates

Once the Help Desk processes your ticket, you will receive:

- A confirmation email acknowledging your request.
- A second email with instructions on what to do next.

4. Let Us Know

After you're able to log in successfully, please reply to the email thread to let us know everything is working.