Why am I receiving an error message in Buff Advisor?

If you received an error message when accessing Buff Advisor, **your WTAcademic and ‘Buff Advisor’ passwords are not synced** (set to the same password). Please login to WTClass using your ‘Buff Advisor’ login, or follow the instructions below to sync your passwords. This will help prevent issues when submitting Midterm Grades.

**HAVE YOUR WT BUFF ADVISOR LOGIN PASSWORD RESET:**

Contact the IT Service Center at 806-651-4357. Ask them to reset your **‘Buff Advisor or Student Style’** account password.

*Note:* This is the password that goes with your username that is your first and last initial followed by your Gold Card Number minus the leading zero(s). (Example: js123456)

You will be given a temporary password (expires within 24 hours).

**RESET YOUR BUFF ADVISOR PASSWORD:**

(Sync Your Password to Match Your WTAcademic Password)

*For the following scenario, assume a Faculty member named John Doe, Gold Card number 123456.*

1. Access the WT ‘Buff Advisor’ password change page at: [https://apps.wtamu.edu/pwdreset/chpass.php](https://apps.wtamu.edu/pwdreset/chpass.php)
2. Enter your **WT ‘Buff Advisor’ Username** (jd123456).
3. Enter the **current password** (temporary password given after contacting the IT Service Center) that goes with jd123456.
4. Enter the **same password** you are using for your WT Academic account (jdoe) in the **New Password** and **Confirm New Password** fields.
5. Choose and answer **3 Security Questions**.
6. Click **Change Password**.

If you have any issues with this process, please feel free to contact us!

Dr. Krista Favela  
806-651-7906  
Dale McCurdy  
806-651-7956  
Lora Haasl  
806-651-7915