How to Reset or Change Your Charger Password
You have two IDs:

- Your Charger ID gives you access to most UAH online systems.
- Your A-Number is required to set your Charger password.
Logging into UAH Services

- Your Charger ID is the first part of your primary UAH email address.
- To log into your UAH email account or the eduroam wireless network, your Charger email address is the username.
- To log into myUAH, your Charger ID is the username.
Self-help Password Reset

● Use this method if you do not know your current Charger password.
● Visit [http://reset.uah.edu](http://reset.uah.edu).
● Enter your A-number (the letter a and all 8 digits), Last Name, and Date of Birth.
● Click the verification box; when the graphic stills, click Submit.

www.uah.edu/oit
Self-help Password Reset

- Choose an option for recovery and follow the prompts.
- If you choose to answer the security questions, enter an answer for all 5; answers are case-sensitive.

Note: Your recovery method information must already be in Banner; keep reading for information regarding how to update yours.
Self-help Password Reset

- Enter a new password below to be used as your new Charger and G Suite password.
- Password complexity requirements are: between 8 and 20 characters in length, at least one capital and one lowercase letter and at least one number or punctuation symbol.

New password:

New password (repeated):

Change password
OIT User Services Portal

- If you already know your password, you can use the OIT User Services Portal to reset your password.
- From myUAH, you can click the OIT User Services link. Alternately, you can visit http://oitportal.uah.edu.
OIT User Services Portal

- Enter your Charger ID and password at the top of the screen.
- Click Login.
OIT User Services Portal

- Click the *My Password(s)* tab.
- Enter your new password and confirm it.
OIT User Services Portal

● Your new password must be:
  ○ Alphanumeric
  ○ Mixed-case
  ○ 8-15 characters

● Choose the system(s) affected.

● Click Change now.

● Close the confirmation pop-up window.
Students: Update Information

- Your data is stored in Banner. You can access your personal information in Banner from myUAH. If you experience any problems with this, please contact Charger Central.
- From the Student Services Menu, click Personal Information.
Employees: Update Info.

- Your data is stored in Banner. You can access the personal information in Banner from myUAH. If you experience any problems with this, please contact the Office of Human Resources.
- From the Employee Services Menu, click Personal Information.
Update Security Questions

- See the Personal Information menu.
- Click on Change Security Question.
Security Questions

- Enter your current Charger password where prompted for a password.
- Choose a question from the list and store an answer. Capitalization, spaces, etc. all matter; the answers are case sensitive. Repeat this step until you have answered 5 questions.

Security Question and Answer

Please enter your new Security Question and Answer, then Submit Changes.

Please Confirm your Password: 

Question number 1 of 5.
Question: What city were you born in?
Answer: 

Submit  Reset
Update Address Info

- See the Personal Information menu.
- Click on *Update Addresses and Phones*. 

Personal Information

- Answer a Survey
- Change Security Question
- View Addresses and Phones
- Update Addresses and Phones
- View E-mail Addresses
- View Emergency Contacts
- Update Emergency Contacts
- Update Marital Status
- Name Change Information
- Social Security Number Change Information
- UAH Credentials
Update Address Info

Click on the type of address to edit it or choose a new type of address to insert* (and click Submit).

*The type of address is not really important in this case.
Add Cell Phone Number

- Define the **Cell** number under Phone Types.
- Define required fields (valid date range, address 1, city, state/province, and postal code).
- Make sure the **Nation** value is set to the *first* United States of America option in the list (or whatever other country name is appropriate for you).
- Click **Submit** to save the change.
Update E-mail Address

- See the Personal Information menu.
- Click on *Update E-mail Addresses*. 
Update E-mail Address

- Click on the existing e-mail address to edit or delete it.
- To insert a new type of e-mail address, choose **Personal E-mail** and click *Submit* to save the change.
Update E-mail Address

When inserting a new e-mail address, type it into the *E-mail* field and click *Submit* to save the change.
Thank You!

- Access online resources at [http://oit.uah.edu](http://oit.uah.edu) or in myUAH at [http://my.uah.edu](http://my.uah.edu), including the OIT Help Center.
- For technical assistance, including 24/7 phone support, contact:

  OIT Help Desk
  256.824.3333
  helpdesk@uah.edu