



OFFICE OF INFORMATION TECHNOLOGY

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.

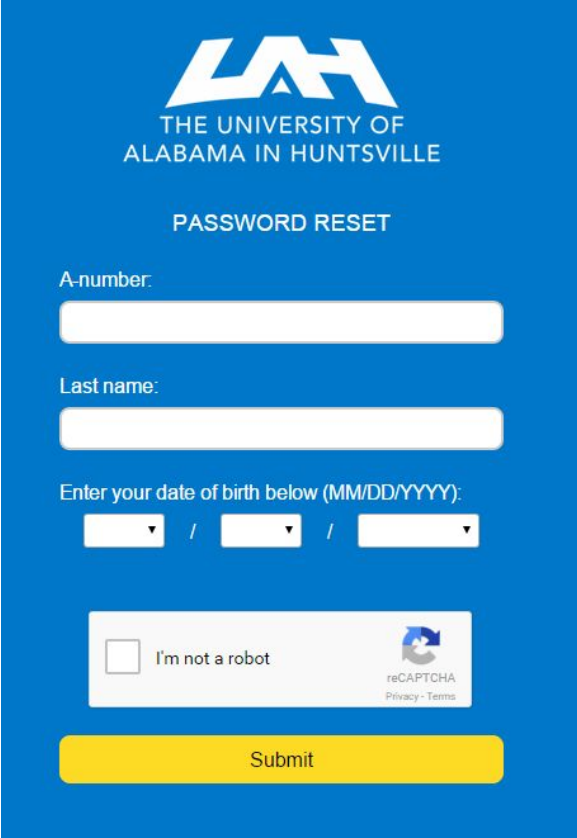
Logging into UAH Services

- 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>.
- 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

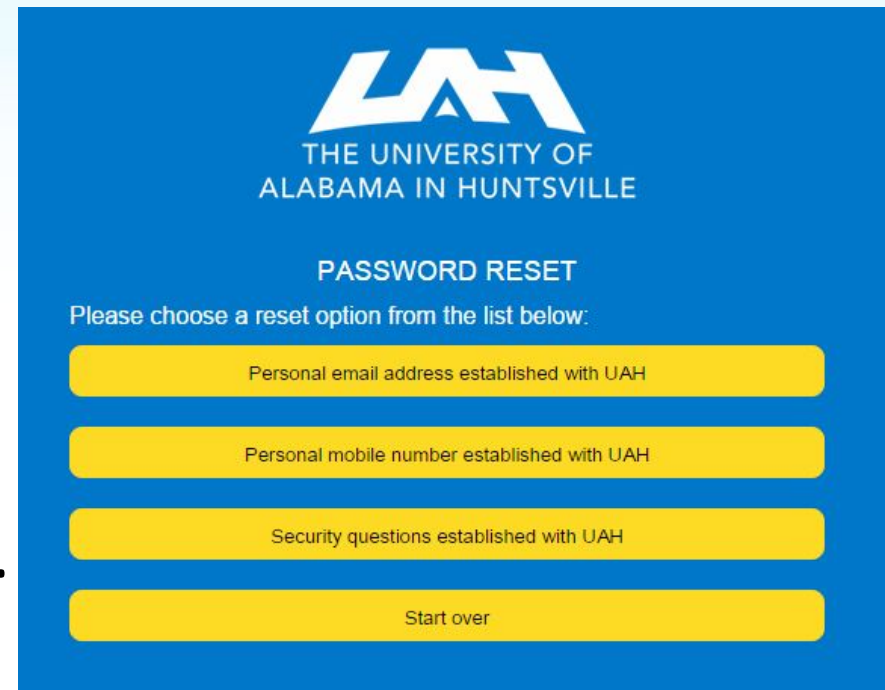


The screenshot shows a blue-themed web form for password reset. At the top is the UAH logo and the text 'THE UNIVERSITY OF ALABAMA IN HUNTSVILLE'. Below that is the title 'PASSWORD RESET'. The form contains four input fields: 'A-number' (a single text box), 'Last name' (a single text box), and 'Enter your date of birth below (MM/DD/YYYY):' (three dropdown menus separated by slashes). Below the date field is a reCAPTCHA box with the text 'I'm not a robot' and a 'reCAPTCHA Privacy - Terms' link. At the bottom is a yellow 'Submit' button.

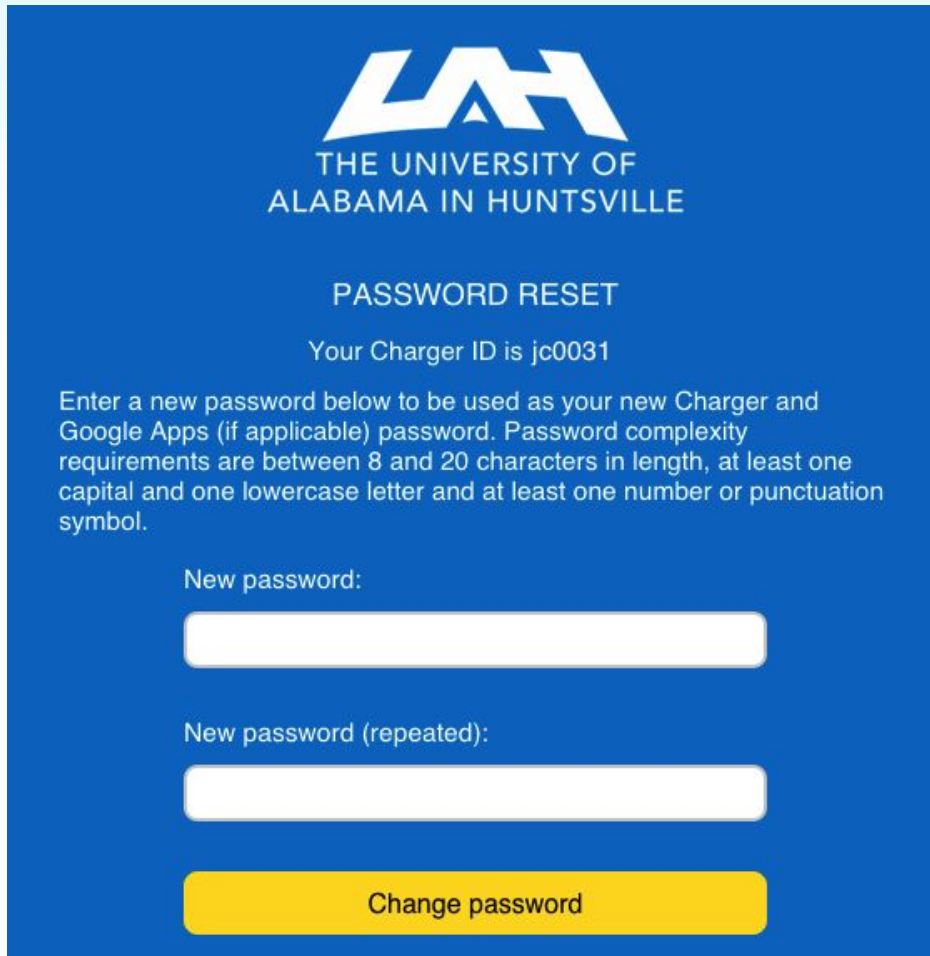
Self-help Password Reset

- 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.

A screenshot of a web interface for password reset at The University of Alabama in Huntsville. The interface has a blue background. At the top, there is the UAH logo (a stylized 'UAH' with a triangle) and the text 'THE UNIVERSITY OF ALABAMA IN HUNTSVILLE'. Below that, the heading 'PASSWORD RESET' is displayed. A prompt reads 'Please choose a reset option from the list below:'. There are four yellow buttons stacked vertically, each with a white border and centered text: 'Personal email address established with UAH', 'Personal mobile number established with UAH', 'Security questions established with UAH', and 'Start over'.

Self-help Password Reset



The screenshot shows a blue background with the UAH logo at the top. Below the logo, it says "THE UNIVERSITY OF ALABAMA IN HUNTSVILLE". Underneath that is "PASSWORD RESET" and "Your Charger ID is jc0031". A paragraph of instructions follows: "Enter a new password below to be used as your new Charger and Google Apps (if applicable) 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." There are two white input fields for the password, one labeled "New password:" and the other "New password (repeated):". At the bottom is a yellow button labeled "Change password".


THE UNIVERSITY OF
ALABAMA IN HUNTSVILLE

PASSWORD RESET

Your Charger ID is jc0031

Enter a new password below to be used as your new Charger and Google Apps (if applicable) 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](#)

- 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.

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*.

Office of Information Technology (OIT) User Services

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For faculty, staff and students, your Charger ID is the text listed to the left of the '@' sign in your email address. Typically the format of your Charger ID consists of some part of your name, or your initials followed by a 4 digit sequence number (e.g., 0001). Your Charger ID is used to access most online UAH resources.

Guest accounts, including PCS and OLLI users, should have received their Charger ID and password via email, text, or directly from their sponsor. Note that your Charger ID will not follow the above format.

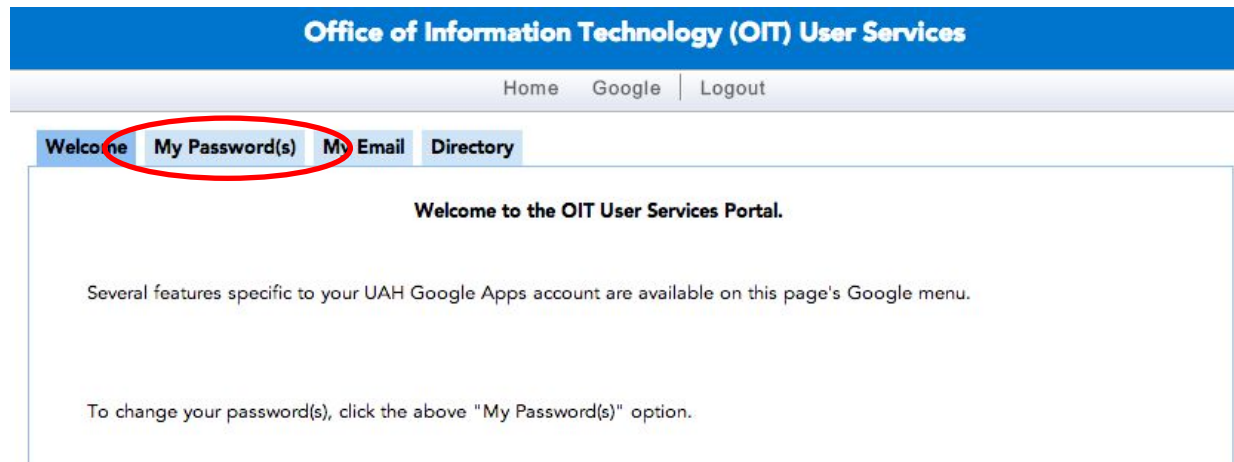
Charger(LDAP) ID:

Password:

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.

Enter new password:

Re-enter new password:

Select systems affected

- Charger Account(LDAP)
- Google Apps @uah.edu

Change now

Students: Update Information

STUDENT SERVICES

My Courses

Class Schedule »
Final Grades »
Midterm Grades »
Canvas »

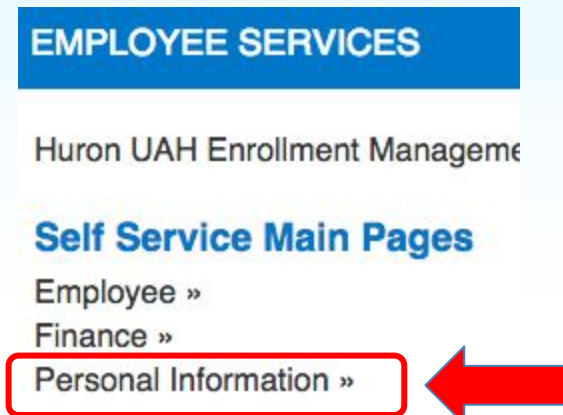
Student Records

Personal Information »
Account Summary/Bill »
Online Tuition Payment »



- 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

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](#)



- 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:

Answer:

Submit

Reset

Update Address Info

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



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

Update Address Info

Update Addresses and Phones - Select Address

Update an existing address by selecting the link next to the corresponding address. Insert a new address by choosing the address type from the list and selecting Submit.

Entering overlapping dates may change the effective dates on existing address records.

Change of address information and USPS forms are available through [this link](#).

Addresses and Phones

Billing

Current: Feb 10, 2016 to Dec 31, 2100
301 Sparkman Dr NW
Huntsville, Alabama 35805-1911
United States of America

Phones

Primary: None Provided
Cell: 256-8243333

Permanent Mailing Address

Current: May 19, 2011 to (No end date)
1 Charger Way
Huntsville, Alabama 35899-0001
AL-Madison

Phones

Primary: 256-8243333

Type of Address to Insert:

Submit

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

Phone Type	Area Code	Phone Number	Ext.	International Access Code and Phone Number	Unlisted	Delete
Cell	256			OR	<input type="checkbox"/>	<input type="checkbox"/>
Select				OR	<input type="checkbox"/>	<input type="checkbox"/>
Select				OR	<input type="checkbox"/>	<input type="checkbox"/>

- 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

Personal Information

[Answer a Survey](#)
[Change Security Question](#)
[View Addresses and Phones](#)
[Update Addresses and Phones](#)
[View E-mail Addresses](#)
[Update E-mail Addresses](#)
[View Emergency Contacts](#)
[Update Emergency Contacts](#)
[Update Marital Status](#)
[Name Change Information](#)
[Social Security Number Change Information](#)
[UAH Credentials](#)



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

Update E-mail Address

E-mail Addresses

Official UAH email assigned to student faculty and staff

jc0040@uah.edu Preferred

Comment: Official UAH email address - DO NOT CHANGE

Personal Email

jcharger@uah.edu

Type of E-mail to Insert:

- 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

Personal Email

E-mail:

Comment:

Delete this address:

Preferred Official UAH email assigned to student faculty and staff
jc0040@uah.edu

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> or in myUAH at <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