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

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

- Your UAH ID is the first part of your primary UAH email address.
- To log into your UAH email account or the eduroam wireless network, your UAH 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 UAH password.
● 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.
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.

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

Enter a new password below to be used as your new UAH and Google Workspace 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 at [http://oitportal.uah.edu](http://oitportal.uah.edu).
- From myUAH, you can click OIT User Services.
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 the Office of the Registrar.

- From the Student Services Menu, click Personal Information. On the resulting page, click Personal Detail.
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**. On the resulting page, click **Personal Detail**.
Update Address Info

On the Personal Information page, you can click the pencil icon to edit any phone number, email address, street address, or other value. To delete values, you can use the trash can icon. You can also Add New information.
Add Cell Phone Number

- Be sure to verify that a mobile phone number for you has been stored.
- It must be defined with a Phone Type of Cell.
Update E-mail Address

- Be sure to verify that an alternate email address for you has been stored.
- It must be defined with an Email Type of *Personal*. 

```plaintext
Email Type: Personal Email
Email Address: jchagner@gmail.com
```

Cancel  |  Update
Update Security Questions

On the Personal Information page, click the icon at the top left, then select Banner > Personal Information > Change Security Question
Security Questions

- Enter your current UAH password where prompted to Confirm Your Password or Pin.
- Choose a question from the list and Submit an answer. Capitalization, spaces, etc. all matter; the answers are case sensitive. When you have answered all 5 questions, you will receive a notification that Your changes were saved successfully.
Contact Us for Help

• To request a service, submit a ticket, browse our Knowledge Base articles, and more, visit our Client Portal at uah.edu/ithelp

• For technical assistance, contact the OIT Help Desk
  Call Anytime: 256-824-3333
  Email: helpdesk@uah.edu
  We respond to email during Help Desk Hours:
    Monday - Friday, 8:00 am to 5:00 pm.
  Visit us inside the M. Louis Salmon Library