



OFFICE OF INFORMATION TECHNOLOGY

How to Reset or Change Your UAH Password

You have two IDs:

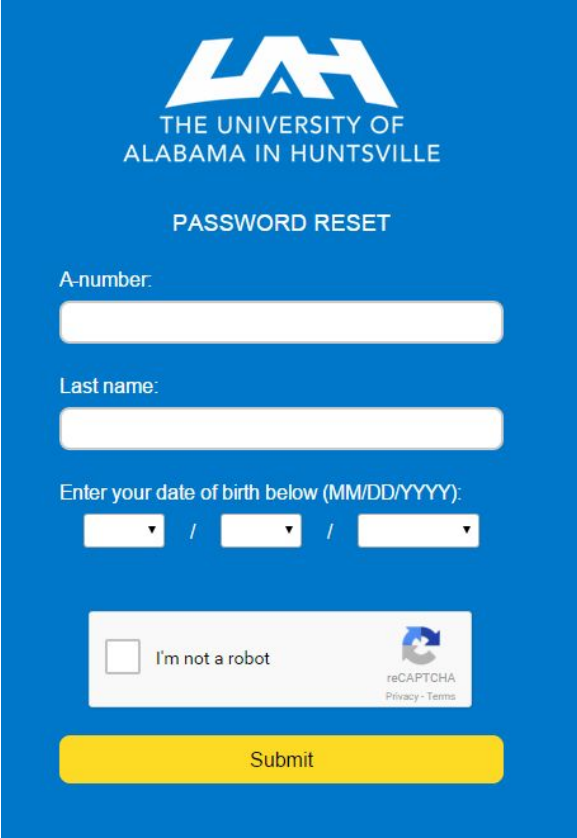
- Your Charger ID gives you access to most UAH online systems.
- Your A-Number is required to set your UAH password.

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.
- 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**.



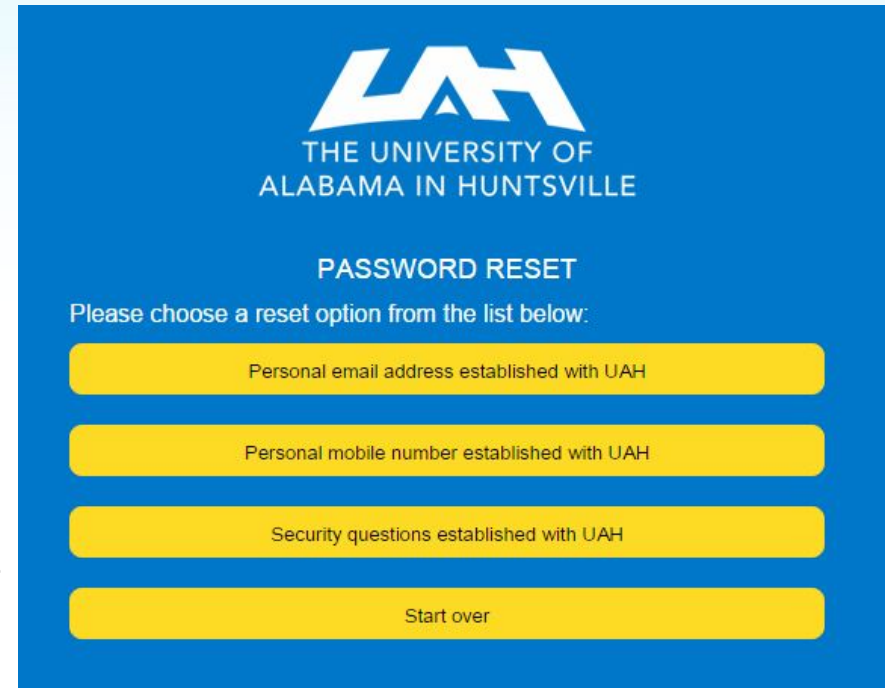
The screenshot shows a blue-themed web form for password reset. At the top is the UAH logo and the text 'THE UNIVERSITY OF ALABAMA IN HUNTSVILLE'. Below that is the title 'PASSWORD RESET'. The form contains the following fields and elements:

- A label 'A-number:' followed by a white text input field.
- A label 'Last name:' followed by a white text input field.
- A label 'Enter your date of birth below (MM/DD/YYYY):' followed by three dropdown menus separated by slashes.
- A checkbox labeled 'I'm not a robot' next to a reCAPTCHA logo and the text 'reCAPTCHA Privacy - Terms'.
- A yellow 'Submit' button at the bottom.

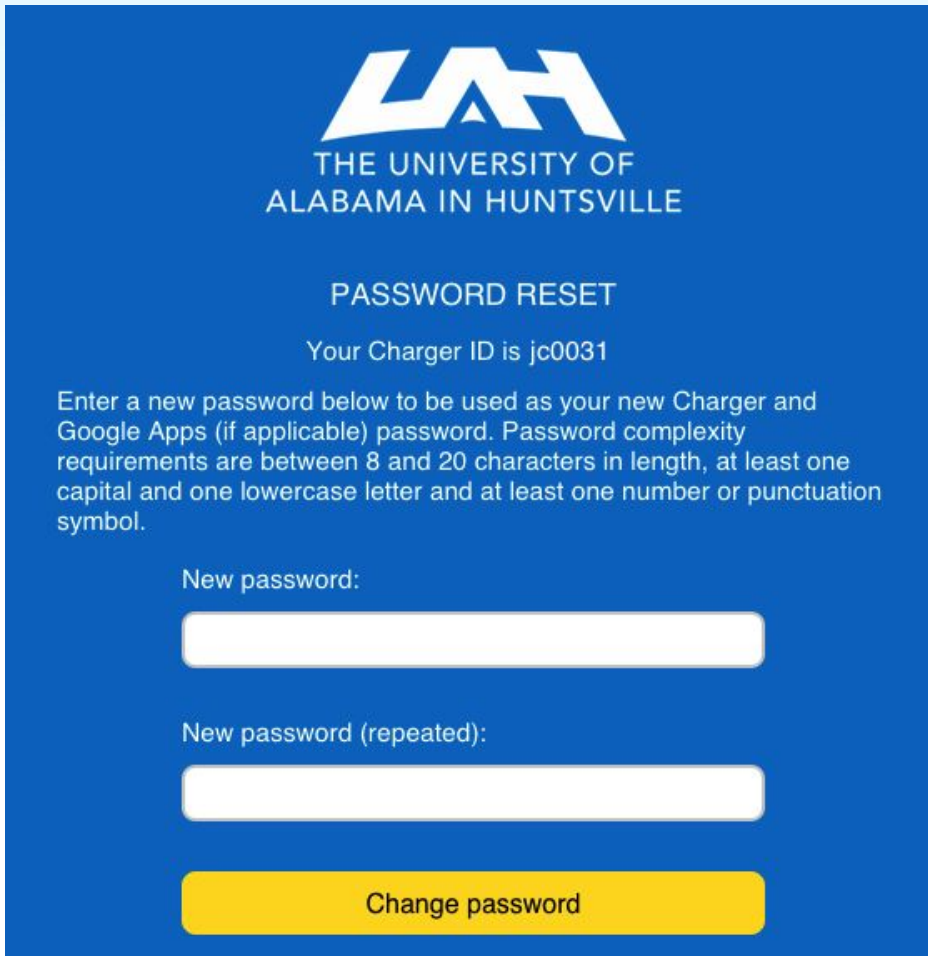
Self-help Password Reset

- 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 background is blue. At the top center is the UAH logo (a stylized 'UAH' with a triangle) and the text 'THE UNIVERSITY OF ALABAMA IN HUNTSVILLE'. Below that, the text 'PASSWORD RESET' is centered. Underneath, it says '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, it says "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, there 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 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>.
- 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**.

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.

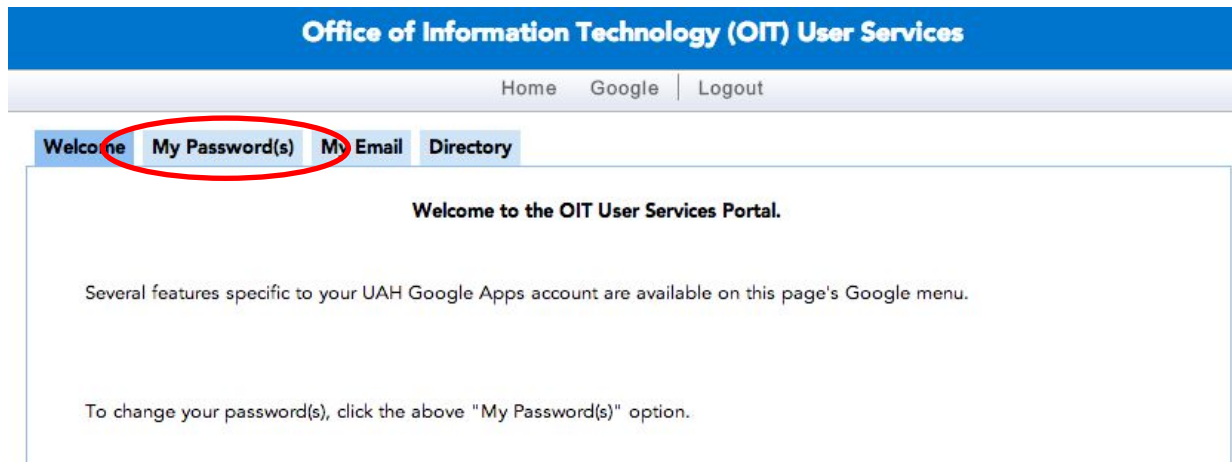
Charger(LDAP) ID:

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

The screenshot shows the Banner system interface. At the top, there is a 'Student Records' menu with 'Personal Information' highlighted in a red box and a red arrow pointing to it. Below this is a 'Request Academic Transcript' link. The main navigation bar has 'Personal Information', 'Student', and 'Proxy Menu' tabs. A search bar with a 'Go' button is visible. Below the search bar, the 'Personal Information' section is active, with 'Personal Detail' highlighted in a red box and a red arrow pointing to it. Below 'Personal Detail' is a 'Name Change Information' link.

- 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.

The screenshot shows the Banner Self Service Main Pages. Under the 'Self Service Main Pages' heading, there are three links: 'Employee', 'Finance', and 'Personal Information'. The 'Personal Information' link is highlighted with a red box and a red arrow pointing to it. Below this, there are three tabs: 'Personal Information', 'Employee', and 'Finance'. The 'Personal Information' tab is selected. Below the tabs is a search bar with a 'Go' button. Under the search bar, there are two links: 'Personal Detail' and 'Name Change Information'. The 'Personal Detail' link is highlighted with a red box and a red arrow pointing to it.

- 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 Security Questions

On the Personal Information page, click the link at the very bottom:
Security Questions and Answers.

The screenshot shows a user profile page for Joe Charger. The page is titled 'Personal Information' and includes a profile picture and contact information. The main content area is divided into several sections: Personal Details, Email, Phone Number, Address, Emergency Contact, and Additional Details. A red box highlights the 'Other' section at the bottom, which contains a link for 'Security Questions and Answers'.

Personal Details		
First Name Joe	Middle Name -	Last Name Charger
Date of Birth December 31, 1999	Marital Status -	Legal Sex Male
Preferred First Name -	Personal Pronoun -	Gender Identification -

Email		
Official UAH email assigned to student faculty and staff (referred) jc0040@uah.edu Official UAH email address - DO NOT CHANGE (Not Updateable)	Personal Email jcharger@gmail.com	Add New

Phone Number		
Cell 256 8243333	Permanent Phone Number (Primary) 256 8675309	Text Messaging 256 8243333

Address	
Billing Current 02/19/2016 - 12/31/2100 301 Sparkman Dr NW Huntsville Alabama 35805-1911	Permanent Mailing Address Current 05/19/2011 - (No end date) 1 Charger Way Huntsville Alabama 35899-0001

Additional Details		
Ethnicity and Race There is no Race or Ethnicity information to display	Veteran Classification I am not a veteran	Disability Status Status not available

Other
Security Questions and Answers [Answer a Survey](#)

Security Questions

Security Question and Answer ×

Confirm Your Pin

Select or Define Question 1

What city were you born in? ▼

Answer 1

Select or Define Question 2

What is your favorite movie? ▼

Answer 2

Select or Define Question 3

What is your favorite television show? ▼

Answer 3

Select or Define Question 4

What is your favorite sports team? ▼

Answer 4

Select or Define Question 5

What was your first car? ▼

Answer 5

[Cancel](#) [Update](#)

- Enter your current UAH password where prompted to *Confirm Your Pin*.
- Choose a question from the list and store an answer. Capitalization, spaces, etc. all matter; the **answers are case sensitive**. When you have answered all 5 questions, click **Update**.

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 New

Add Cell Phone Number

Edit Phone Number ×

Phone Type ←

Cell

Phone Number

256 8243333 Extension

International Access Code and Phone Number

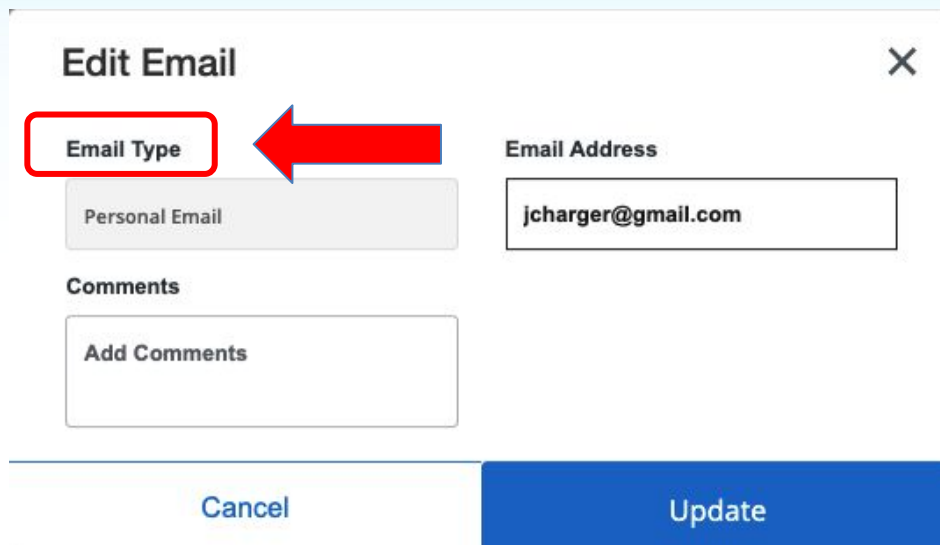
International Phone Number

Primary Unlisted

Cancel Update

- 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



Edit Email [X]

Email Type [Personal Email]

Email Address
jcharger@gmail.com

Comments
Add Comments

Cancel [Update]

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

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](#)