Guide to UAH Self-Service

Learn how to reset your password, update your contact information in your Banner record, and add security questions to your UAH account.
You have two IDs

- Your **Charger ID** gives you access to most UAH online systems such as myUAH, Canvas, Banner, and more.
  - EG. jc0031
- Your **A-Number** is required to set your UAH password.
  - EG. A12345678
Logging into UAH services

• Your Charger ID is the first part of your primary UAH email address.
  • Charger ID: jc0031
  • UAH email address: jc0031@uah.edu
• To log in to your UAH email account or the eduroam wireless network, your **UAH email address** is the username.
• To log in to **myUAH**, Canvas, Banner, or any other SSO-enabled services, your **Charger ID** is the username.
Self-Service
Password Reset
Self-Service Password Reset

Use this method if you do not know your current UAH password.

2. Enter your A-number (the letter A and all 8 digits), your last name, and your date of birth.
3. Click the verification box and click **Submit** when the graphic stills.
Self-Service Password Reset

4. Choose an option for recovery and follow the prompts.

5. 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-Service Password Reset

6. Enter a new password below to be used as your new UAH and Google Workspace password.

7. Password complexity requirements are:
   a. Between 8 and 20 characters in length  
   b. At least one capital letter
   c. At least one lowercase letter
   d. At least one number or punctuation symbol
OIT User Services Portal
OIT User Services Portal

Use this method if you know your current UAH password.

2. Enter your Charger ID and password.
3. Click Login.
OIT User Services Portal

4. Click the **My Password(s)** tab.
5. Enter your new password.

![OIT User Services Portal](image)
4. Your new password must be:
   • Alphanumeric
   • Mixed-case
   • 8-15 characters
5. Choose the system(s) affected.
6. Click **Change now**.
7. Close the confirmation pop-up window.
Update your Banner Information
Students

Your data is stored in Banner. You can access and edit your personal information in Banner from myUAH. If you experience any problems with this, please contact the Office of the Registrar.

1. Visit https://my.uah.edu
2. On the Student Services card, click Student Records > Personal Information
Students

3. On the *Personal Information* page, click **Personal Detail**.

On this 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.
Employees

Your data is stored in Banner. You can access and edit your personal information in Banner from myUAH. If you experience any problems with this, please contact the Office of Human Resources.

2. On the Banner Links card, click Self-Service Banner (V.8) > Personal Information
Employees

3. On the *Personal Information* page, click **Personal Detail**.

On this 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.
Add non-UAH email address

• Be sure to verify that an alternate, non-UAH email address for you has been stored.
• It must be defined with an Email Type of Personal.
Update Security Questions

1. On the Personal Information page, click the 4-squares icon in the top left.
2. Select **Banner > Personal Information > Change Security Question**.
Update Security Questions

3. Enter your current UAH password where prompted to Confirm Your Password/PIN.

4. Choose a question from the list and **Submit** an answer.
   - Capitalization, spaces, and punctuation matter; the **answers are case-sensitive**.

5. When you have answered all 5 questions, you will receive a notification that Your changes were saved successfully.
Contact us for help!

- Visit our **Client Portal** at [uah.edu/ithelp](http://uah.edu/ithelp) to request a service, submit a ticket, browse our Knowledge Base, and more.
- For technical assistance, **contact the OIT Help Desk**
  - Call anytime: 256-824-3333
  - Email: [helpdesk@uah.edu](mailto:helpdesk@uah.edu)
  - We respond to email during Help Desk hours:
    - Monday through Friday, 8:00 am to 5:00 pm
  - Visit us inside the [M. Louis Salmon Library](http://www.uah.edu/ithelp)