



# Guide to UAH Self-Service

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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

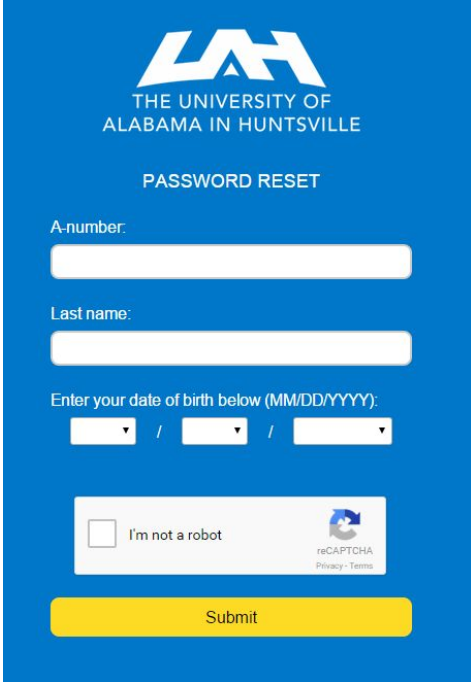
- Your Charger ID is the first part of your primary UAH email address.
  - Charger ID: jc0031
  - UAH email address: jc0031@uah.edu
- To log in to your UAH email account or the eduroam wireless network, your **UAH email address** is the username.
- To log in to [myUAH](#), Canvas, Banner, or any other 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.

1. Visit <https://reset.uah.edu>.
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.

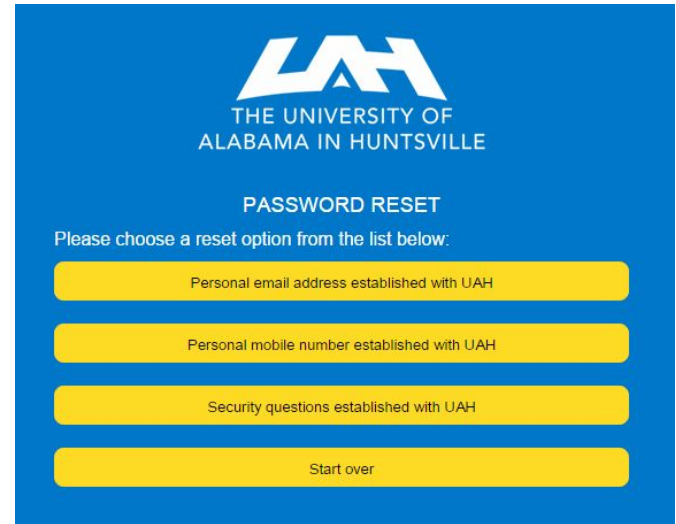


The screenshot shows a blue background for the password reset form. At the top is the UAH logo and the text 'THE UNIVERSITY OF ALABAMA IN HUNTSVILLE'. Below that is the title 'PASSWORD RESET'. The form contains three input fields: 'A-number:', 'Last name:', and 'Enter your date of birth below (MM/DD/YYYY):'.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

# 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.

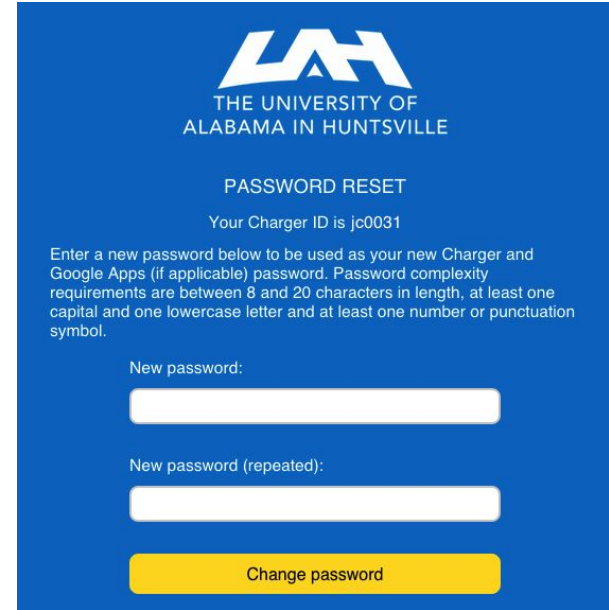
Note: Your recovery method information must already be in Banner; keep reading for information regarding how to update yours.



The screenshot shows a blue background with the UAH logo at the top center. Below the logo, the text reads "THE UNIVERSITY OF ALABAMA IN HUNTSVILLE". Underneath that, it says "PASSWORD RESET". A prompt asks the user to "Please choose a reset option from the list below:". There are four yellow buttons stacked vertically, each with a reset option: "Personal email address established with UAH", "Personal mobile number established with UAH", "Security questions established with UAH", and "Start over".

# 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



The screenshot shows a blue background with the UAH logo at the top. Below the logo, it says "THE UNIVERSITY OF ALABAMA IN HUNTSVILLE". The main heading is "PASSWORD RESET". Below that, it says "Your Charger ID is jc0031". There is a paragraph of text explaining the password requirements: "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 "New password:" and "New password (repeated):". At the bottom, there is a yellow button labeled "Change password".

# OIT User Services Portal



# OIT User Services Portal

Use this method if you know your current UAH password.

1. Visit <https://oitportal.uah.edu>.
2. Enter your Charger ID and password.
3. Click **Login**.

## Office of Information Technology (OIT) User Services

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 CPS Professional Development 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

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



Enter new password:

Re-enter new password:

# OIT User Services Portal

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.

Enter new password:

Re-enter new password:

Select systems affected

- Charger Account
- Google Apps @uah.edu

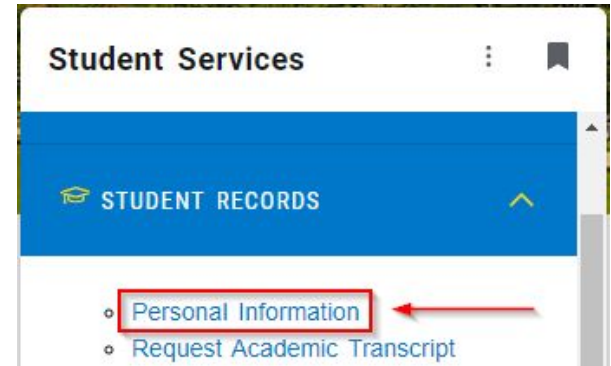
Change now

# 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](#).

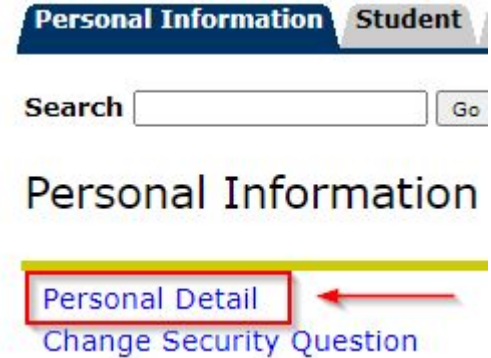
1. Visit <https://my.uah.edu>
2. On the *Student Services* card, click **Student Records > Personal Information**



# Students

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

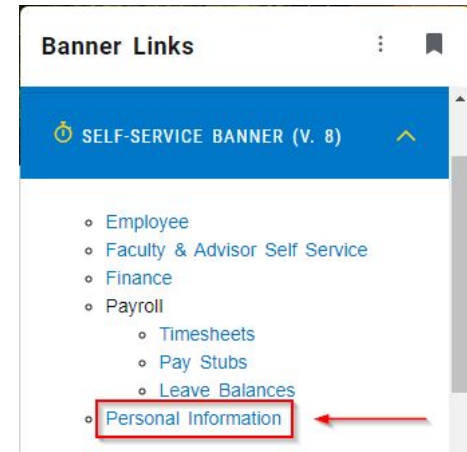
On this page, you can click the **pencil icon** to edit any phone number, email address, street address, or other value. To delete values, you can use the **trash can** icon. You can also **Add New** information.



# 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](#).

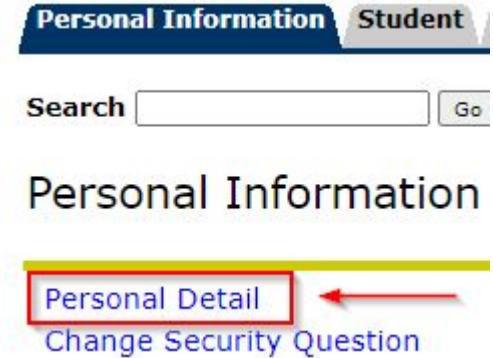
1. Visit <https://my.uah.edu>.
2. On the *Banner Links* card, click **Self-Service Banner (V.8) > Personal Information**



# Employees

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

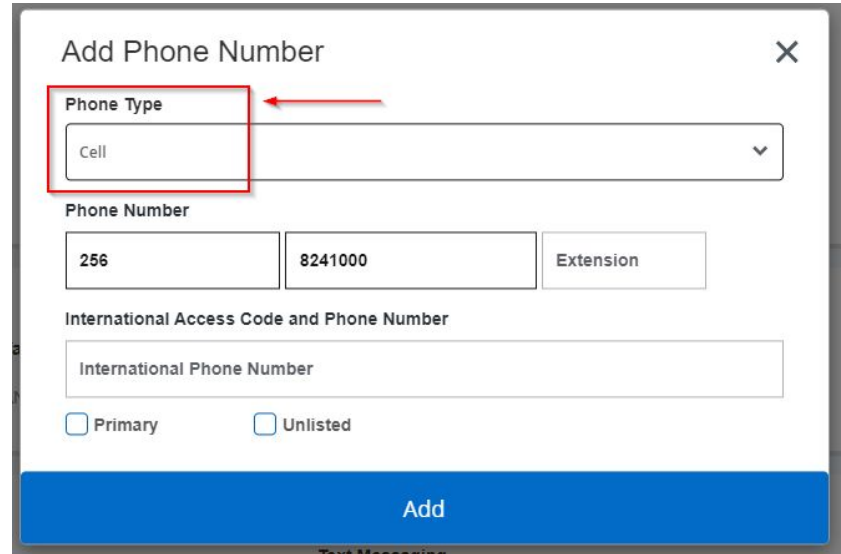
On this page, you can click the **pencil icon** to edit any phone number, email address, street address, or other value. To delete values, you can use the **trash can** icon. You can also **Add New** information.





# 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**.

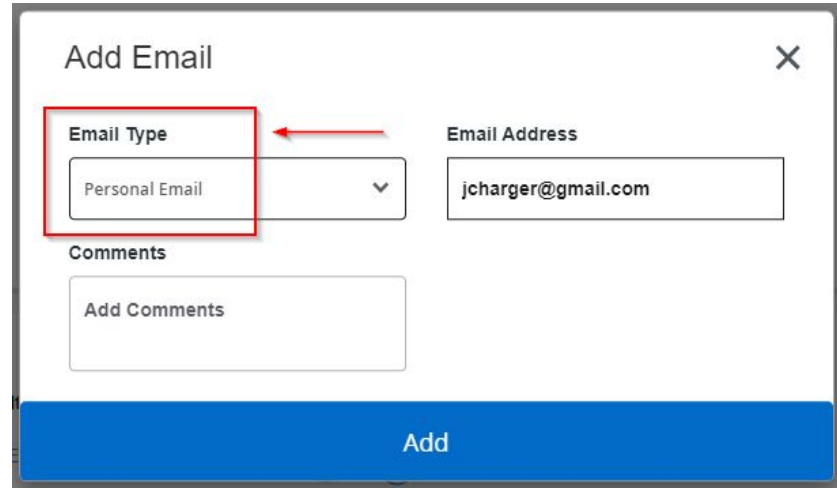


The screenshot shows a web form titled "Add Phone Number" with a close button (X) in the top right corner. The form contains the following fields and options:

- Phone Type:** A dropdown menu with "Cell" selected. This field is highlighted with a red rectangular box, and a red arrow points to it from the right.
- Phone Number:** Three input fields: the first contains "256", the second contains "8241000", and the third is labeled "Extension".
- International Access Code and Phone Number:** A single input field labeled "International Phone Number".
- Options:** Two checkboxes: "Primary" (unchecked) and "Unlisted" (unchecked).
- Action:** A large blue button labeled "Add" at the bottom.

# 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**.



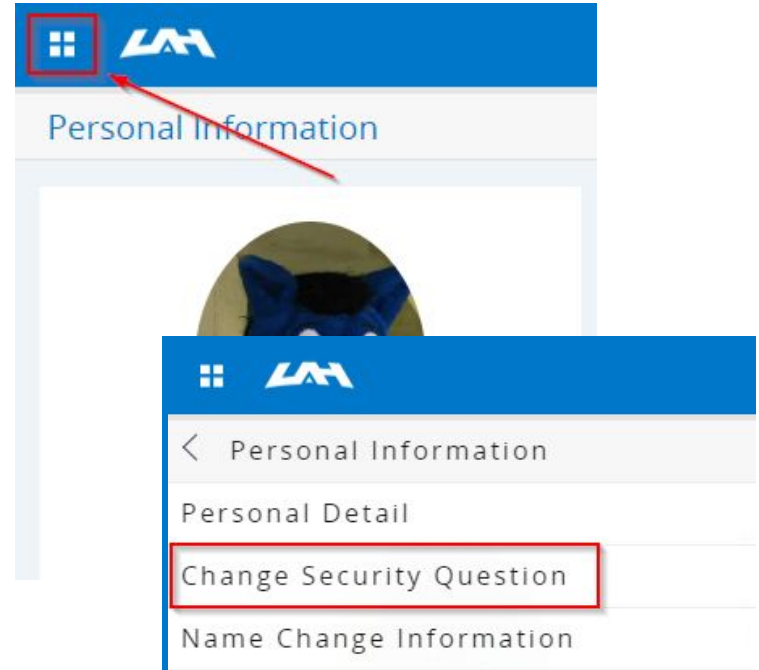
The screenshot shows a web form titled "Add Email" with a close button (X) in the top right corner. The form contains the following fields:

- Email Type:** A dropdown menu with "Personal Email" selected. A red box highlights this field, and a red arrow points to it from the right.
- Email Address:** A text input field containing "jcharger@gmail.com".
- Comments:** A text input field with the placeholder text "Add Comments".

At the bottom of the form is a blue button labeled "Add".

# 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*.

The screenshot shows a web interface for updating security questions. At the top, there are navigation tabs for 'Personal Information', 'Student', and 'Proxy Menu'. Below these is a search bar with a 'Go' button. The main section is titled 'Security Question and Answer'. A yellow banner contains the instruction: 'Please enter your new Security Question and Answer, then Submit Changes.' Below this, there is a prompt 'Please Confirm your Pin: Please Confirm your Password:' followed by a text input field. A red box highlights this field. Below that, another red box highlights a section titled 'Question number 1 of 5.' which contains a dropdown menu for the question (currently showing 'What city were you born in?'), an 'Answer:' text input field, and 'Submit' and 'Reset' buttons. At the bottom of the page, it says 'RELEASE: 8.11' and '© 2023 Ellucian Company L.P. and its affiliates.'

# 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](#)



**INFORMATION  
TECHNOLOGY**

THE UNIVERSITY OF ALABAMA IN HUNTSVILLE