CHANGING YOUR UCDC ACCOUNT PASSWORD FROM THE 3RD FL. COMPUTER LAB

If you forgot to change your “UCDC account password” prior to arriving at the center, please follow these instructions from the 3rd floor computer lab.

**STEP 1:** Press **Alt+ Ctrl +Del** and click “Forgot my Password”

![Password Reset Screen](image)

**STEP 2:** Enter your username and CAPTCHA

**USER NAME:** First Name Initial + Last Name

*(Example: Joe California: jcalifornia@ucdc.edu)*

**STEP 3:** Click on Change Your UCDC Temporary Password. Enter your username & temporary password that was emailed to you by itsupport@ucdc.edu. If you did not receive the e-mail, contact itsupport@ucdc.edu or visit the IT Unit on the third floor.

![Change Password Button](image)

Passwords must contain a minimum of 8 characters and include, at least, one character from each category: uppercase letters (A-Z), lowercase letters (a-z), base 10 digits (0-9), non-alphanumeric (!, @, #, $, %, ^, &, *, (, ), -, +, <, > or ?).

**STEP 4:** Please complete the Questions and Answer Profile – This will allow you to unlock your account and reset your password in case you forget your password.

![Question and Answer Profile](image)

How do I ask for IT help?

Send an e-mail to itsupport@ucdc.edu using your primary e-mail address or visit the IT Unit on the third floor.