**Forgot My Password**

UCDC IT services has made it easy for you to reset your forgotten password and unlock your account. You must first complete "My Questions and Answers Profile" before you can use these services. Contact Helpdesk @https://helpdesk.ucdc.edu for support.

1. **Go To**
   [https://password.ucdc.edu](https://password.ucdc.edu)
2. Enter the CAPTCHA and click **NEXT**

3. Click on **Forgot My Password**

4. Enter the CAPTCHA and **ANSWER** the questions
   
   Click **NEXT**

5. Enter the “**NEW**” password.

6. **CONGRATULATION!** You have changed your password successfully

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**UNLOCK My Account**

You can unlock your account by answering a series of private question you created.

1. **Go To**
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3. Click on **Unlock My Account**

4. Enter the CAPTCHA and **ANSWER** the questions

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