University of Houston Clear Lake
Human Resources

How to Request a New Password

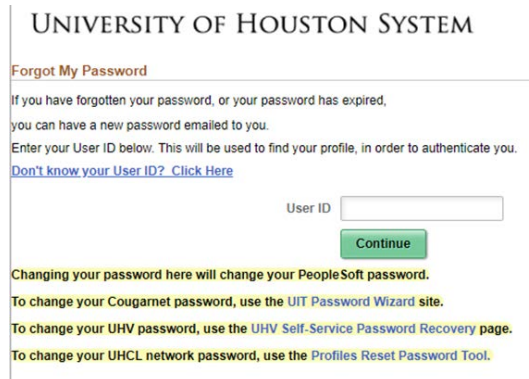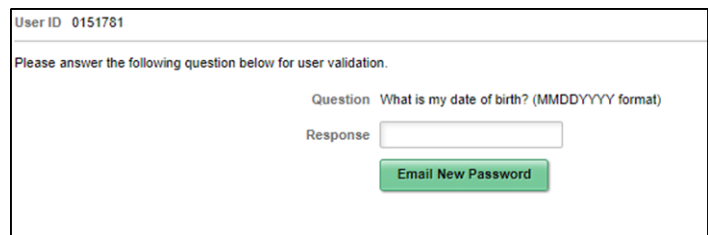**FIRST TIME LOGIN OR LOGIN FAILURE**

1. Request new password by clicking on the Request A New Password?

2. Enter in your user id, this is your UHCL 7-digit employee id number, and click continue.

3. Enter your User ID. This is your 7-digit UHCL student/employee ID number, and click continue.

4. Answer the security question for user validation, and click Email New Password.
- A new, temporary, one time use password will be mailed to the preferred email account on file.
- The email will be from uhselfservice@.

5. Highlight the password in body of email. Be sure to **only** highlight the password and not the space before or period after the password. The system will recognize both as additional characters. Copy (Edit-Copy or Ctrl-C).

6. Return to Login page: www.uhcl.edu/hr .

7. Enter your 7-digit employee id number for User ID.

8. Paste Password from email and click Sign In. After signing in the temporary password will expire.

9. Click on the Miscellaneous tile.

10. Click on Change My Password link in the left hand menu.

11. Paste the temporary password (Edit-Paste or Ctrl-V) into current password field.

12. Create a new password using the password rules listed on the change password page.

13. Re-enter the new password in the Confirm Password field.

Click Change Password to complete the process.

Confirmation that the password has been changed will be given. Click OK.

Your new password is now active.