

Password Reset

If you forgot your UH password, remember that it is case sensitive and must meet all of the of the following:

- at least 8 characters in length (maximum of 32)
- at least one lowercase character
- at least one uppercase character
- at least one numerical character
- at least one special character

If the password you are entering does not fulfill these requirements, you are entering the wrong password and will likely need to have it reset. You can do so online at the **Check Status of UH Username** (link: <https://iam.its.hawaii.edu/access/sessionid=nobody/am-sso-check-status>) page. When you initially activated your UH Username, you were asked to select two questions and provide the appropriate answers. These two questions will now be used to verify that it is in fact you requesting to reset your password. If the answers to your questions do not match your initial response, you will need to visit a campus office (listed below) to reset your password in person. You must provide an official government-issued photo ID (e.g. driver's license, military ID, state ID or passport). The new password could take up to 5 minutes to process before it is available for use.

Note: Most offices are closed on weekends and State holidays. Office hours may vary from what is listed below, so it is recommended that you call ahead.

Community Colleges

- Hawai'i Community College
 - Manono Campus
 - **Location:** Building 379
 - **Hours:** Monday – Friday, 8:00 am – 4:30pm
 - **Phone:** (808) 934-2720
 - **Email:** Counseling Staff Dept (hawccssc@hawaii.edu)
 - Palamanui Campus
 - **Location:** Administration Office, Bldg D, Room 171
 - **Hours:** Monday – Friday, 8:00 am – 4:30pm
 - **Phone:** (808) 969-8803
 - **Email:** Joeanne Losalio-Watson (joeanne@hawaii.edu)
- Honolulu Community College
 - **Location:** Records Office, Building 6, 1st Floor
 - **Hours:** Monday – Friday, 8:00 am – 4:30 pm
 - **Phone:** (808) 845-9120
 - **Website:** <http://www.honolulu.hawaii.edu/records>
- Kapi'olani Community College
 - **Website:** <https://www.kapiolani.hawaii.edu/campus-life/technology/password-reset/>
- Kaua'i Community College
 - **Location:** Learning Resource Center (LRC), Room 120, Studio C
 - **Hours:** Monday – Thursday, 8:00 am – 4:30 pm; Friday 8:00 am – 12:00 pm noon
 - **Phone:** (808) 245-8342

- Leeward Community College
 - **Location:** Help Desk, LC – 101
 - **Hours:** Monday – Friday, 8:00 am – 4:00 pm
 - **Phone:** (808) 455-0273
 - **Email:** lcchelp@hawaii.edu
- UH Maui College
 - **Location:** Ka'a'ike 203
 - **Hours:** Monday – Friday, 8:30 am – 4:30 pm
 - **Phone:** (808) 984-3283
 - **Email:** uhmchelp@hawaii.edu
 - **Website:** <http://maui.hawaii.edu/it>
- Windward Community College
 - **Location:** Computing Services, Library Learning Commons (LLC) 113
 - **Hours:** Monday – Friday, 8:00 am – 4:00 pm (Hours may vary. Call ahead to schedule an appointment.)
 - **Phone:** (808) 235-7314
 - **Email:** wcc-help@lists.hawaii.edu

Universities

- University of Hawai'i at Hilo
 - **Location:** Help Desk, UCB 120
 - **Hours:** Monday – Friday, 8:00 am – 4:30 pm
 - **Phone:** (808) 932-7040
- University of Hawai'i at Mānoa
 - ITS Help Desk
 - **Location:** 2520 Correa Road, IT Center, 1st Floor
 - **Hours:** <http://www.hawaii.edu/its/help-desk/>
 - **Phone:** (808) 956-8883
 - **Email:** help@hawaii.edu
 - **Website:** <http://www.hawaii.edu/its/help-desk/>
 - ITS Labs
 - **Location:** Hamilton Library, 1st Floor & Sinclair Library, 1st Floor
 - **Hours:** <http://www.hawaii.edu/itslab/labhours/hours.htm>
 - **Phone:** (808) 956-8883
 - **Website:** <http://www.hawaii.edu/itslab/>
- University of Hawai'i – West O'ahu
 - **Location:** IT Service Center, Library, 1st Floor
 - **Hours:** Monday – Friday, 8:00 am – 4:30 pm
 - **Phone:** (808) 689-2411
 - **Email:** uhwohelp@hawaii.edu
 - **Website:** <http://www.uhwo.hawaii.edu>