You will find information on this page about resetting your password, changing your password and password security.

**How to reset your password**

A new **Self-Service Password Reset** facility is being provided to enable all UCLan students to reset their password in the event that it has been forgotten.

You will need to register to use the new service. Go to the registration web page [https://passwordregistration.uclan.ac.uk](https://passwordregistration.uclan.ac.uk). You will first be asked to provide your UCLan Username and password to verify it’s you. You will then be presented with a number of security questions. Please provide answers to at least three questions and make sure you can remember the **exact** answers you give (including spaces and upper / lower case characters).

If you forget your password, go to the Self-Service Password Reset web page [https://passwordreset.uclan.ac.uk](https://passwordreset.uclan.ac.uk). You will be asked to provide the answers to three of the questions you answered when you registered. If the answers are an exact match with what you entered when you registered, you will be prompted to enter a new password. The new password can then be used straight away.

**Changing your password**

When on campus using a UCLan Windows desktop PC, you can change your password using the existing Change Password application. If you are using any other device, or are not on campus, you can change your password by going to the Self-Service Password Reset web page [https://passwordreset.uclan.ac.uk](https://passwordreset.uclan.ac.uk) and following the same process as for a forgotten password.

If you have a UCLan Card then you can take your card to the Preston or Burnley Library and ask staff to reset your password. Once your password has been reset you should change your password. Please look at the information on this page about changing your password and about Username and Password security.
How to change your password

As a UCLan student you can change your password in one of the following ways:

You can also use the Change Password facility. This can be used on an external device with internet access.

Windows

- **Login** to one of the UCLan Windows PCs on Campus
- Select the **Start** button
- Select **All Programs>Change Password**
- Enter your current password
- Enter your new password and then confirm your new password
- Select **OK**

Mac

- **Login** to one of the Networked Macs on Campus
- Select **Self Service** from the **Dock**
- Select **Change Password** on the left of the page
- Enter your **Username**
- Enter your **Current Password**
- Enter your **New Password**
- Re-enter your **New Password**
- Select the **Change Password** button
Please note: when you reset or change your password it will affect UCLan Services that you login to, as follows:

- eLearn (Blackboard)
- Email
- Internet in Halls
- MyUCLan
- Remote Access
- UCLan Network
- UCLan Wireless Service

Username and Password Security

You MUST follow the guidance below about your UCLan username and password:

- DO NOT respond to emails asking for your username and password. They are NEVER genuine even if they look like they are. If you respond with your details and someone accesses your account then you may be disciplined
- Change your password from the default password that you were given when you started UCLan
- You MUST keep your password secure. DO NOT give it to another person, even your family and friends
- Let us know IMMEDIATELY if you think that someone has accessed your UCLan network or email account
- Let us know IMMEDIATELY if you have lost your UCLan Card
- You must NEVER write your username and password down
- DO NOT share your account with another person, even your family and friends
- Make sure your UCLan Network password is different from the other password(s) you may use to access databases and other systems even ones that you access from home
- ALWAYS set a strong password. Strong passwords consist of at least 6 characters, contain letters and numbers and a mixture of upper and lower cases - e.g. Str0ngPassw0rd
- DO NOT use words that appear in dictionaries (including names) as they are considered to be weak even if they are obscure or long
- Please read the rules and regulations that we have provided - they are important