



The password reset system allows you to reset your UDC Computer password on your own from any computer. To use the system you must first register a set of 3 security questions with your login ID. Follow the procedure below to register your account. For questions contact the UDC IT Helpdesk at 202-274-5941.

## HOW TO REGISTER

- 1 Visit the password reset website by typing <http://passwordreset.udc.edu> into your web browser. (Fig .1)
- 2 The welcome page will display, Click **Registration**
- 3 You will see a new page appear, click on the “**Register**” button (Fig. 2)
- 4 Fill in the information on the from login form. Click **Continue** when complete. (Fig. 3)

### STUDENTS

Login Domain: **SMARTCHOICE**  
 Username: Your UDC username  
 Password: Your UDC password

### FACULTY/STAFF

Login Domain: **FIREBIRDS**  
 Username: Your UDC username  
 Password: Your UDC password

**Note** Your account must be unlocked and have been logged into at least once on a UDC computer before you can continue. If its locked contact the helpdesk to unlock your account first, or if it's a new account log into your account once on a UDC computer.

- 5 The system will now ask for your **e-mail address** and the **answers** to 3 questions. Answer each question and confirm by repeating each entry. Click **Register** to continue. (Fig .4)
- 6 When complete you will receive a **confirmation e-mail** to the address supplied in step 5, click **Exit** on the next screen to complete the process. (Fig. 5)

*If you wish to unlock/reset your account now you can click **Reset Account**, or simply close your browser.*

## COMPLETE!

You can now use the password reset system to unlock your account at anytime by typing <http://passwordreset.udc.edu> into any web browser.

### Locked out and can't get to a web browser?

You can also login at any UDC computer with the following credentials to access a special portal that will allow you to unlock/reset your account.

**username** | selfhelp  
**password** | selfhelp  
**domain** | FIREBIRDS OR SMARTCHOICE

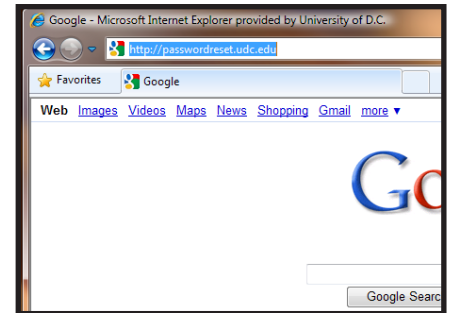


Fig. 1

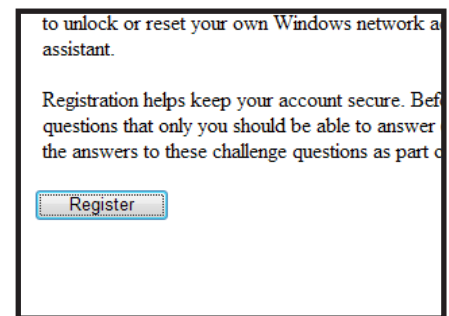


Fig. 2

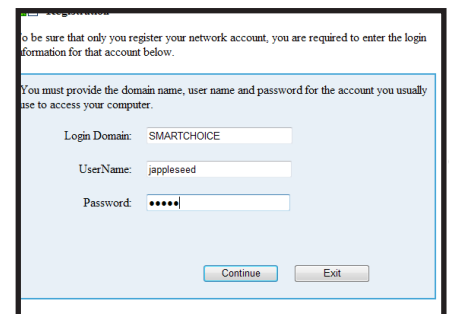


Fig. 3

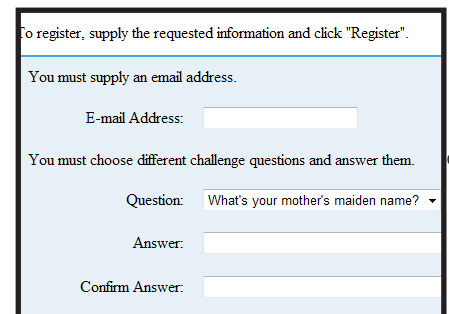


Fig. 4

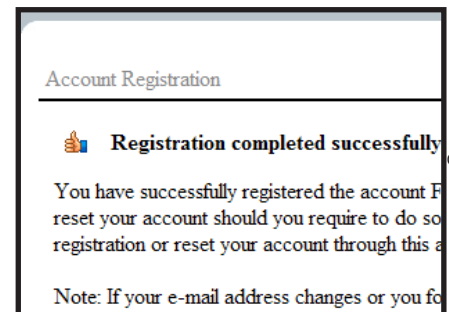


Fig. 5