How to use the UDC Password Reset System

passwordreset.udc.edu

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 it’s 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