

Reset your HSC NetID by obtaining a code from a registered cellular device. Open a browser and go to at <https://help.health.unm.edu/cherwellportal/mypw>. Click on the Reset my Password words in the grey banner.



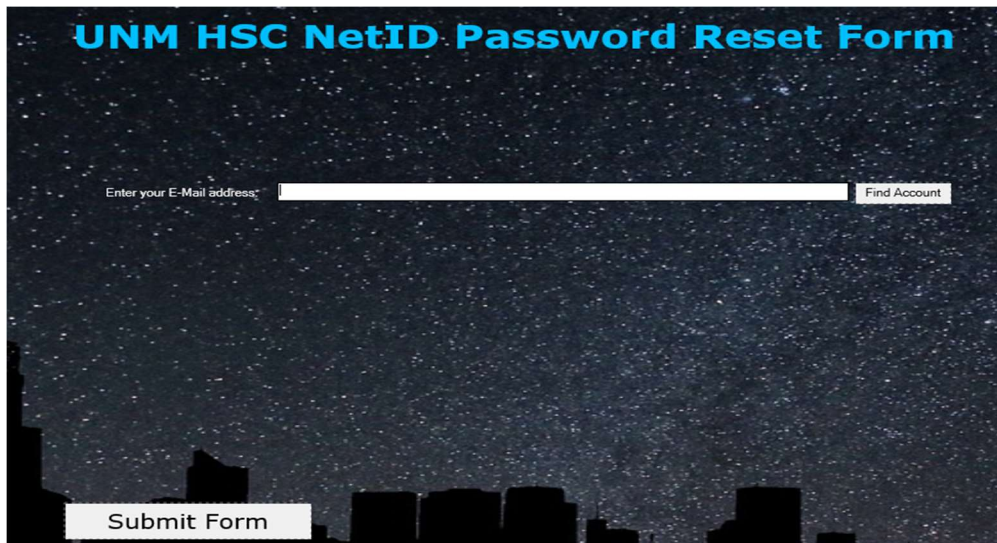
Can't login?

We can help with that. Simply click the "Reset my Password" button above to begin resetting your HSC password.

Otherwise, If you've like to continue on into Help.HSC self-service, please click below.



In the next screen enter your HSC email address (username@salud.unm.edu) and click on the Find Account Button to the right.



A Send Code button will appear. Click on the Send Code Button.

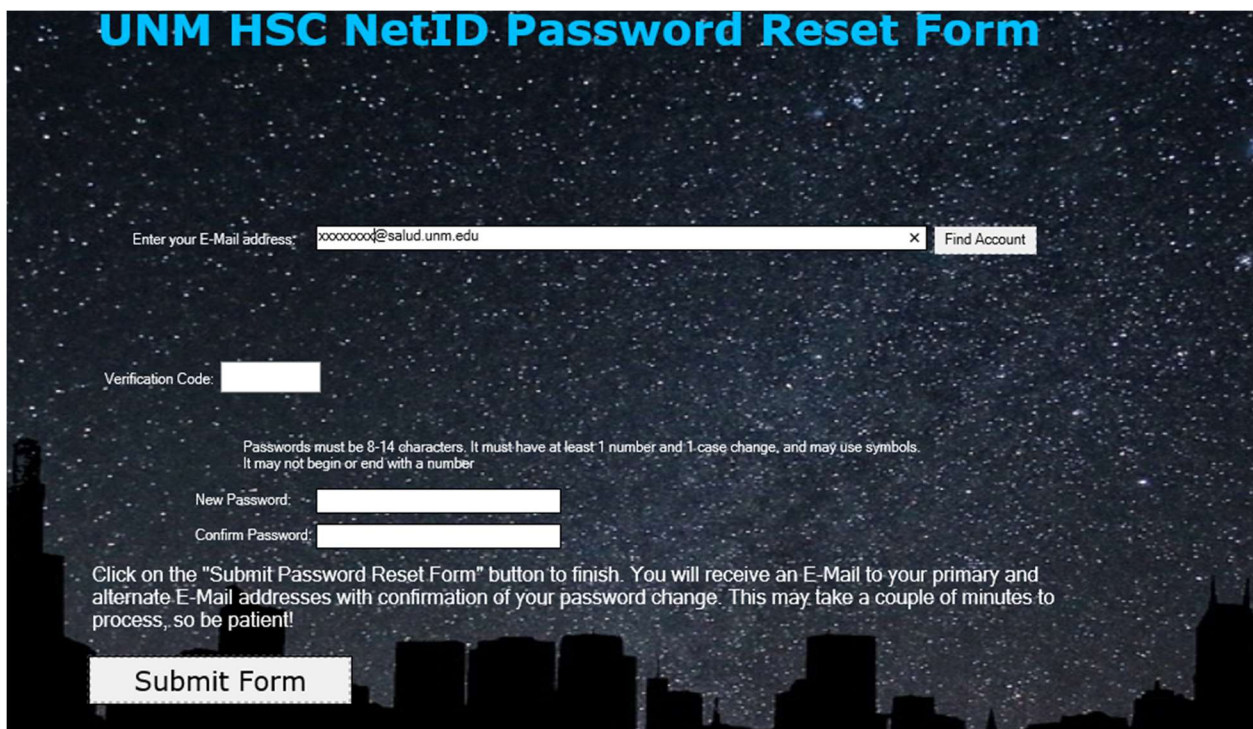


UNM HSC NetID Password Reset Form

Enter your E-Mail address:

Send Code may take a few seconds to process.

After you have clicked on the Send Code button, please wait as it takes a minute or two to process the information. When the information has been processed the window will change.



UNM HSC NetID Password Reset Form

Enter your E-Mail address:

Verification Code:

Passwords must be 8-14 characters. It must have at least 1 number and 1 case change, and may use symbols.
It may not begin or end with a number

New Password:

Confirm Password:

Click on the "Submit Password Reset Form" button to finish. You will receive an E-Mail to your primary and alternate E-Mail addresses with confirmation of your password change. This may take a couple of minutes to process, so be patient!

A verification code will be sent as a text message to your cellular device from help@salud.unm.edu. Enter the Verification code in to the screen as well as a new password and confirm the password. Please note that passwords must be 8-14 characters, have at least one number, at least one lower case letter, and at least 1 upper case letter. Then click on Submit Form. After the information has been processed,

you will see the following screen. You may close your browser and begin using your new password. If you encounter any issues, please contact the HSC IT service desk at 272-1694.

Successful One Step Operation

