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.

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.

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.

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.