The HSCNetID Password Reset Self-Service web based system has been redesigned to provide additional services. Using the HSCNetID password reset self service you may:

- Change your password
- Reset a forgotten password
- Modify your challenge question responses
- Update your profile information
- Search other employee’s profile information.

### Accessing Password Reset Self-Service

1. Open your internet browser and navigate to: https://hscpass.health.unm.edu.

   The login screen displays.

2. Enter your username and password.

3. Click the Login button.

   **Note:** If the login process fails, make note of the error message and contact the UNMHS IT Helpdesk at 272-3282.

### Changing your Password

1. From the Main Menu, click the Change Password link.

2. **Enter your new password** into the New Password and Confirm Password fields.

3. Click the Change Password button.

4. **Wait until the process is completed.**

   **Caution!** Interrupting the password change process may result in password synchronization errors.

5. Click the Continue button.

   The main menu displays.

**Tip:** Off-site access is available through Citrix at: https://receiver.health.unm.edu

Login with your HSCNetID and select “Change your HSC NetID password” under Enterprise WebSites.
Resetting a Forgotten Password

1. On the login page, click the Forgotten Password link.
2. Enter your HSCNetID username.
3. Click the Search button. The Challenge question form appears.
4. Enter the answers to your challenge questions.
5. Click the Check Answers button. The Change Password form displays.
6. Enter your new password into the New Password and Confirm Password fields.
7. Click the Change Password button. The Change Password progress screen displays.
8. Wait until the process is completed. Caution! Interrupting the password change process may result in password synchronization errors.
9. Click the Continue button. The login screen displays.

Updating Challenge Question Responses

Note: If you have not defined your responses you are immediately directed to define your answers on login.

1. From the Main Menu, click the Setup Security Questions link. The Confirm Security Questions page displays.
2. Click the Clear Answers button. The Confirmation appears.
3. Click the OK button. The Setup Security Questions form displays.
4. Enter your challenge question responses.
5. Click the Save Answers button. The Confirm Answers page displays.
6. Click the Confirm Security Answers button. The Success page displays.
7. Click the Continue button. The Main Menu displays.