

How to Reset your Password

There are 2 methods of resetting your password at UTMB

Method 1 : Windows Utility

1. Restart or Logoff any IS supported PC that doesn't use a generic account to login
2. Click 'Account Self-Service' at the logon screen



Figure 1

3. If your account is locked, choose 'Unlock Account'
4. If you have forgotten your password or your password has expired, choose 'Reset Password'
5. Click 'Next'
6. Answer your security questions, if you answered them correctly, your password will be Unlocked/Reset, depending on your previous selection

Method 2 : MyCitrix Self-Service (<http://mycitrix.utmb.edu>)

1. Click the 'Account locked or forgotten your password' hyperlink



Figure 1

2. If you account is locked, choose 'Unlock account'
3. If you have forgotten your password or your password has expired, choose 'Reset password'

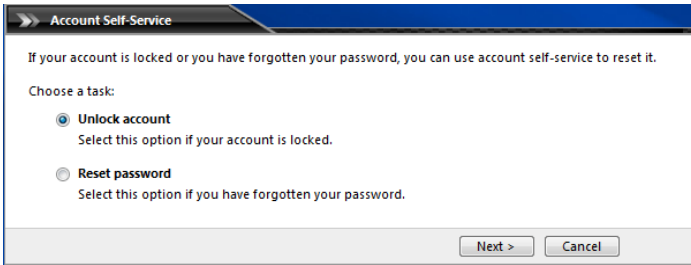


Figure 2

4. Click 'Next'
5. Enter your username

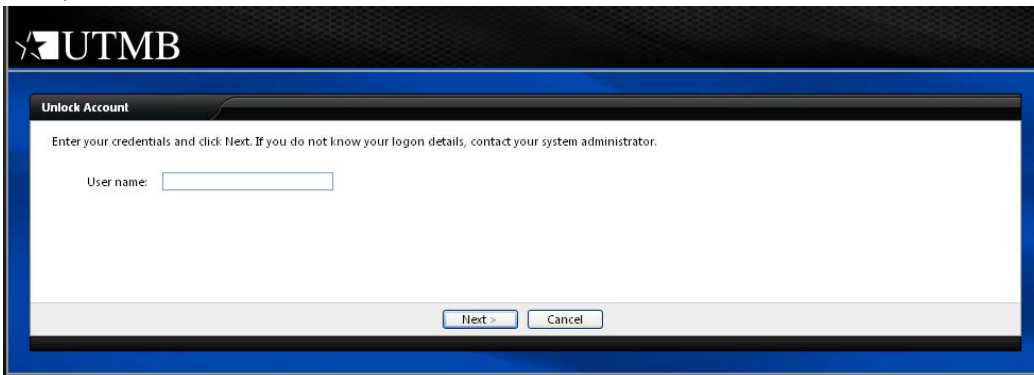


Figure 3

6. Click 'Next'
7. Answer your security questions, if you answered them correctly, your password will be Unlocked/Reset, depending on your previous selection

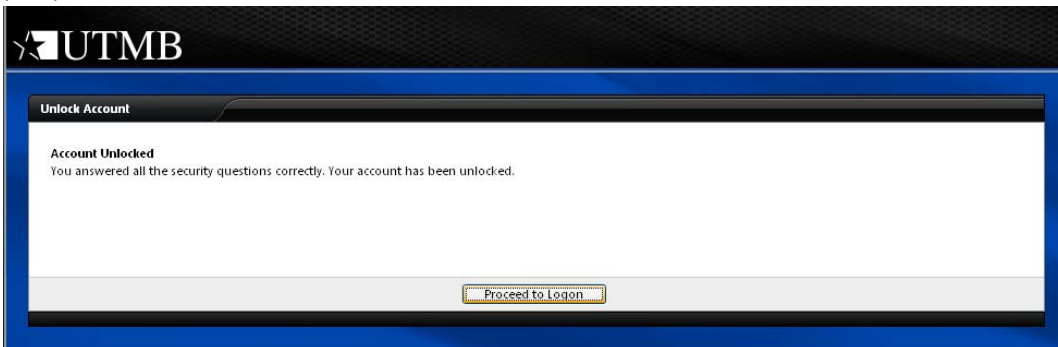


Figure 4