Overview

The Self-Service Password Reset Service enables students, faculty, and staff who have forgotten their University Computing Account passwords to reset them online. Before you can use the service, you must select three security questions and answers online at accounts.pitt.edu.

What You Need to Do – Today

Set your online security questions today so that you can use the service if you forget your password.

1. Log in to accounts.pitt.edu.
2. Click Change account password.
3. Set your security questions.

You don’t need to change your current password in order to set your security questions.

If you haven’t set your security questions, you’ll be automatically prompted to do so the next time that you change your University Computing Account password.

How to Use the Service

The next time you forget your password, just visit my.pitt.edu, accounts.pitt.edu, or software.pitt.edu and click the Forgot Your Password? link on the login page.

You’ll be prompted to answer your security questions and reset your password. Once your password has been reset, you can use it immediately. If you have not yet set your security questions online at accounts.pitt.edu, you can continue to reset forgotten passwords by following the established procedures for your respective campus.

Enhanced Security

In conjunction with this service, new requirements have been implemented to enhance the security of University Computing Account passwords. New passwords must now be between eight and fourteen characters in length and must include at least one special character (for example, !, @, #, or $).