

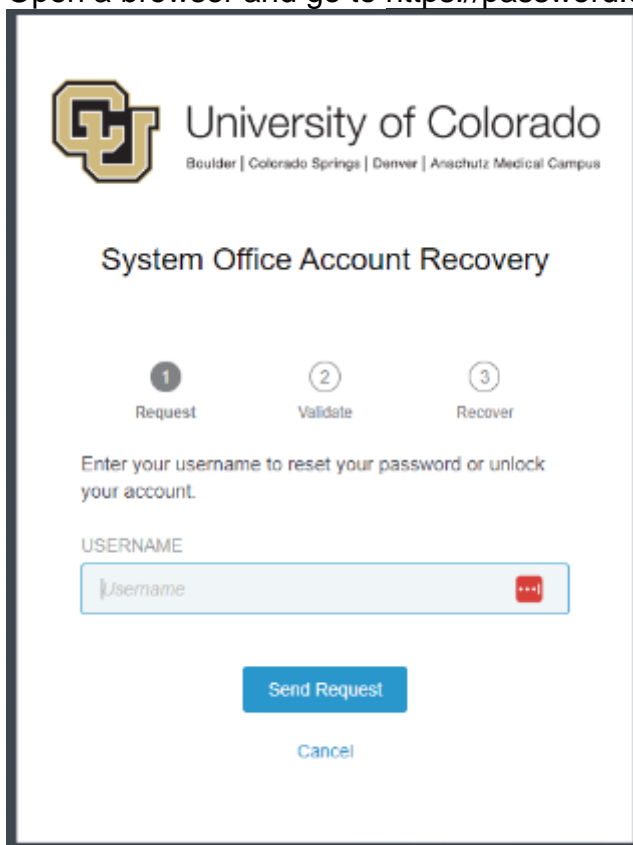
## How to reset your CU account password [1]

February 20, 2024 by [ES and UIS Communications](#) [2]

Changing your CU account password may seem daunting at first, but with our simple, step-by-step guide, you can easily manage it yourself without any worries. Remember: updating your account password will change it across all platforms and applications using the CU login, such as your computer, the Employee Portal, Microsoft 365 and TeamDynamix.

**NOTE:** An established Duo account is required for verification before you can change your password. If you haven't yet enrolled, follow the instructions on the [UIS Service Desk How-to-guide for Duo](#) [3].

1. Open a browser and go to <https://password.cu.edu/> [4]

The screenshot shows the 'System Office Account Recovery' page of the University of Colorado. At the top is the CU logo and the text 'University of Colorado' with locations 'Boulder | Colorado Springs | Denver | Anschutz Medical Campus' below it. The title 'System Office Account Recovery' is centered. Below the title are three numbered steps: 1. Request, 2. Validate, and 3. Recover. A prompt says 'Enter your username to reset your password or unlock your account.' Below this is a 'USERNAME' label and a text input field containing 'Username' with a red eye icon to toggle visibility. At the bottom are two buttons: 'Send Request' (blue) and 'Cancel' (light blue).

2. Enter your username and click

## Send Request



### System Office

### Account Recovery

1  
Request

2  
Validate

3  
Recover

Enter your username to reset your password or unlock your account.

USERNAME

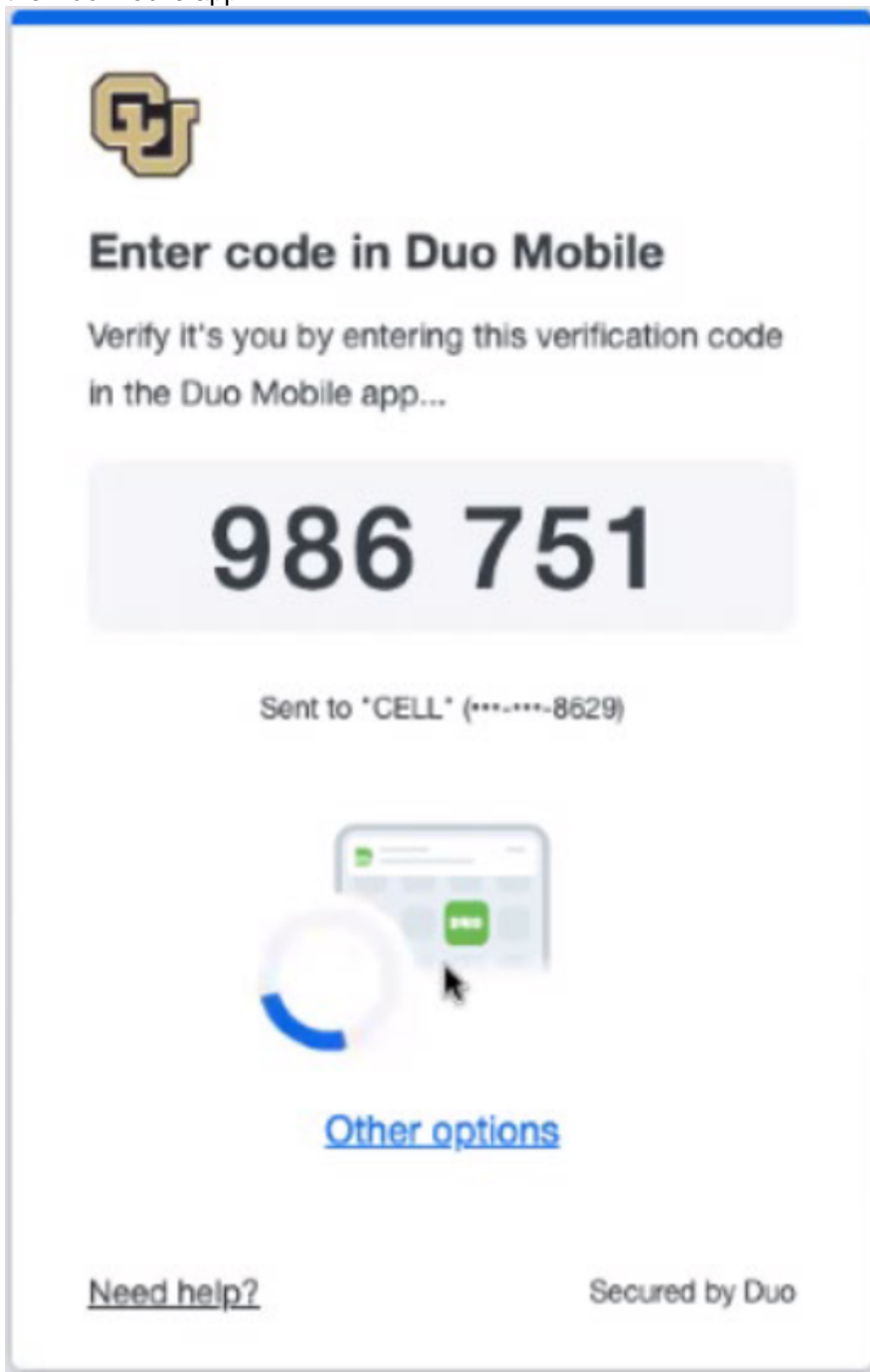
ralphiecu

Send Request

Cancel

3. A code will pop up in the browser window. Verify your identity by entering this code in

the Duo Mobile app.



4. Enter your new password, keeping in mind the CU System password requirements.
  - a. Must contain at least 12 characters.
  - b. Must contain at least one uppercase letter.
  - c. Must contain at least one lowercase letter.
  - d. Must contain at least one numeral.

- e. Must contain at least one special character.
- f. Must not be one of your previous passwords.

## Reset Your Password

✓  
Request

✓  
Validate

3  
Reset

[See Password Requirements ^](#)

Passwords need to meet the following requirements:

- MUST contain at least 10 characters
- MUST contain at least one uppercase letter
- MUST contain at least one lowercase letter
- MUST contain at least one number
- MUST contain at least one special character (!#\$%&'()\*+,-./:;<=>?[]^\_`~)

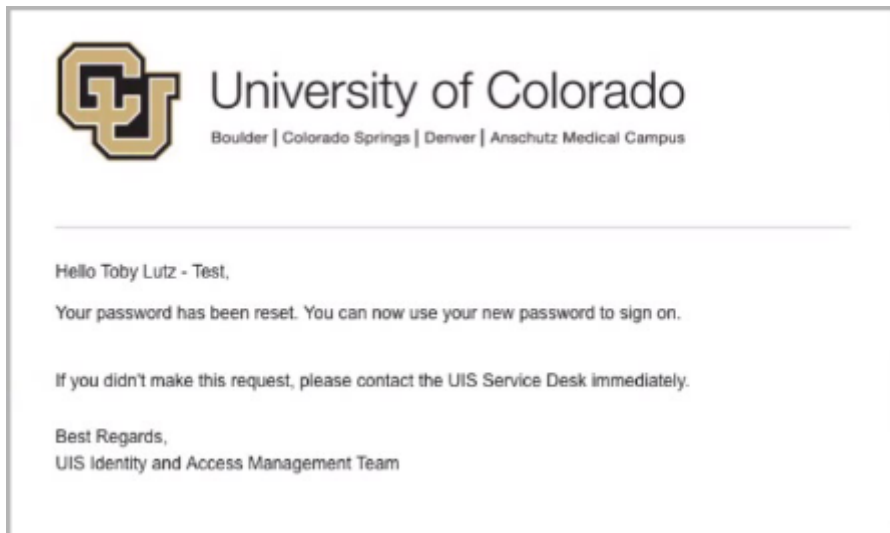
NEW PASSWORD

CONFIRM NEW PASSWORD

Reset

Cancel

5. You should receive an email notification confirming that your password has been changed.



For further information and instructions on changing your password, visit the [UIS Service Desk's Password Change How To Guide](#) [5]. If you require additional help, contact the Service Desk at [help@cu.edu](mailto:help@cu.edu) [6], or by calling 303-860-(HELP)4357.

[password](#) [7], [UIS Service Desk](#) [8]

**Display Title:**

How to reset your CU account password

**Send email when Published:**

No

---

**Source URL:**<https://www.cu.edu/blog/tech-tips/how-reset-your-cu-account-password>

**Links**

[1] <https://www.cu.edu/blog/tech-tips/how-reset-your-cu-account-password> [2] <https://www.cu.edu/blog/tech-tips/author/110439> [3] <https://www.cu.edu/docs/duo-vpn>  
[4] <https://password.cu.edu/> [5] <https://www.cu.edu/doc/how-change-your-cu-passwordpdf-1>  
[6] <mailto:help@cu.edu> [7] <https://www.cu.edu/blog/tech-tips/tag/password> [8] <https://www.cu.edu/blog/tech-tips/tag/uis-service-desk>