Level-1 UMICH Password

Your Level-1 password, also referred to as your UMICH password (and formerly known as your Kerberos password), is used to access campus resources, such as libraries, ITS email, benefits, and Wolverine Access. To obtain a Level-1 password, contact the ITS accounts office.

Complete information can be found on the ITS Accounts page.

UMICH Account Management

Web: https://password.it.umich.edu
Phone: 734-764-HELP (764-4357)

The UMICH Account Management service allows any current member of the U-M community with a uniqname to reset their own Level-1 password if forgotten.

- If you know your Level-1 password, you can change it using the instructions in the next section.
- If you forget your Level-1 password and you set a question/answer set for yourself last time you changed it, go to the UMICH Account Management website to reset your password.
- If you do not know your Level-1 password and did not set a question/answer set, you must contact the ITS Help Desk at 764-8000 or 764-help (or 764-4357). Have your UM ID card ready as they require your ID number in order to reset your password.
- If you know your Level-2 password you can reset your Level-1 password by visiting the following website: https://webdesk.med.umich.edu/user/reset/login.jsp

Changing your Level-1 Password

See the ITS documentation for more information...

1. Open a web browser and go to the following address:
   https://password.it.umich.edu
2. If needed, click the Login link in the upper right corner and log in using your uniqname and current Level-1 password.
3. The UMICH Account Management window will load. If necessary, click the Change Password tab.
   - Following the criteria on the right, enter a new password in the New Password and Confirm Password fields.
   - Click the Change Password button to submit the new password.
4. In the upper right corner, click the logout icon to exit the interface.
This new password will serve as both your Level-1 password and your Active Directory password.