UMICH (Level-1) Password

Your UMICH password, also referred to as your **Level-1** 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 UMICH password, contact the ITS accounts office.

The UMICH Account Management service allows any current member of the U-M community with a uniqname to reset their own UMICH (Level-1) password if *account recovery information* has been set up on the account ahead of time.

- If you know your UMICH (Level-1) password, you can change it using the instructions in the *Changing your UMICH (Level-1) Password* section.
- If you forget your UMICH (Level-1) password and set account recovery information, go to the UMICH Account Management website and, at the top of the page in the blue bar, click **Forgotten Password** to have a password reset code sent to the external email you provide.
- If you do not know your UMICH (Level-1) password and did not set account recovery information, 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 Michigan Medicine (Level-2) password, you can reset your UMICH (Level-1) password by visiting the following website: https://webdesk.med.umich.edu/user/reset/login.jsp

### Topics

- Changing your UMICH (Level-1) Password
- Account Recovery Information (for Password Resets)
  - Setting UMICH Account Recovery Information
  - Changing UMICH Account Recovery Information

### UMICH Account Management

Complete information can be found on the ITS Accounts & Access page.

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

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**Changing your UMICH (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 UMICH (Level-1) password. **Note:** You may be prompted for Two-factor authentication and to re-authenticate with your 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.

Account Recovery Information (for Password Resets)

See the ITS documentation for more information...
Setting UMICH Account Recovery 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 UMICH (Level-1) password. **Note:** You may be prompted for Two-factor authentication and to re-authenticate with your password.

   ![UMICH Account Management](image1)

3. The UMICH Account Management window will load. If necessary, click the Account Recovery tab.

   ![UMICH Account Management](image2)

   To have the password reset code sent to your mobile phone, click the text message instructions link on the screen. You will need to enter an email address for your phone number.

4. ![UMICH Account Management](image3)

5. You will see a confirmation screen to let you know your account recovery information has been saved.

Changing UMICH Account Recovery 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 UMICH (Level-1) password. **Note:** You may be prompted for Two-factor authentication and to re-authenticate with your password.
3. The UMICH Account Management window will load. If necessary, click the Account Recovery tab.
4. Replace the current email address with the new address you want to use, re-enter it in the Confirm Email Address box, then click Save.
5. You will see a confirmation screen to let you know your account recovery information has been saved.