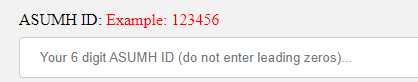
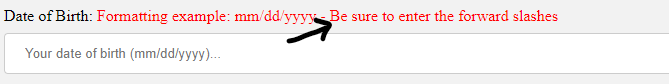
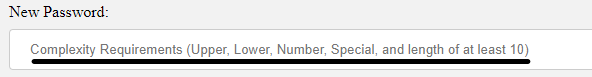
Troubleshooting password reset issues

If you get an error message when trying to reset your password at [https://webapps.asumh.edu/changepassword](https://webapps.asumh.edu/changepassword%20) here are a couple of items you might check.

* Be sure you are using your 6 digit ID and not your username in the  ASUMH ID: field.
* Be sure you are entering  your birthdate with the slashes included and any leading zeros to make sure the total number of characters entered is 10. Example: 01/01/2000
* Be sure your password is not one that you have used previously and meets the complexity requirements on screen. 
* Be sure you are **not** using a special characters such as (!, &, @, #, $) as the first character in your password.