LOMA LINDA UNIVERSITY
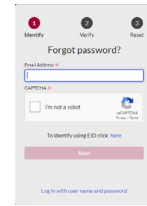## Information Services
Technical Services

Password Reset

LLU / LLUH has a new password reset process.

The new page for password reset is here: https://serviceportal.lluh.org/$pwd_reset.do
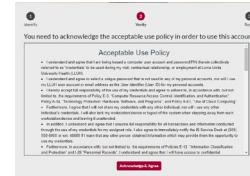
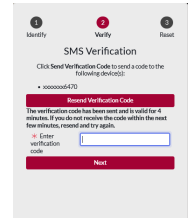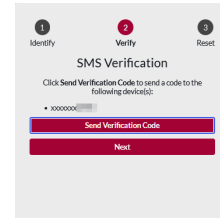Enter your email address and click the "I'm not a robot" box

Complete the puzzle that appears, it will look similar to this. The topic will be different each time you reset your password. Click **Verify** when you have completed the puzzle.
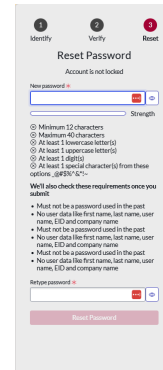
You will then be presented with an opportunity to review the LLUH Acceptable Use Policy. Please review the policy then click **Acknowledge and Accept** to continue.

You will then need to **Send Verification Code** to your registered mobile device. Enter the verification code and click **Next.**

Then enter your new password and take note of the requirements listed. Once you have met the requirements and re-entered your password you can click **Reset Password**

Requirements: Must be between 12 and 40 characters in length and contain at least 1 Uppercase, 1 lowercase, 1 number, and 1 special character.
You cannot reuse passwords and your password cannot contain your name, username, EID, or company name.

You will then have a confirmation of the reset.