

UNBC Password Reset – new and improved!

How to reset your UNBC password and view your username OR email address.

Go to <http://www.unbc.ca/passwordreset> Enter your user ID (23XXXXXXX) and PIN to log in.

1. If you know your PIN:

- a. Simply login and you will be redirected to the **Password Change** page.

2. If you have forgotten your PIN:

- a. Enter your user ID, then click the **Forgot PIN** button.
- b. Answer the security question.
- c. Provide a new PIN.
- d. You will be logged in and redirected to the **Password Change** page under **Account & Personal Information**.

3. New Students – If you have never used your PIN before, or your PIN has been reset for you:

- a. Your PIN will be your birth date (**ddmmyy**).
- b. You will be prompted for a new PIN. Provide one and continue.
- c. You may be asked to choose a security question. Do so if asked.
- d. You should now be redirected to the **Password Change** page allowing you to view your username and email address, and to reset your password.
- e. Please visit <http://www.unbc.ca/service-desk> for full details on what you can do using your username OR your User ID.

Password Change Page

Password Change

Please select the account for which you would like to change your password.

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The email address for this account is **your_email@unbc.ca**.

NOTE: Your password must be at least 6 characters in length.

New Password:

Confirm Password:


- f. If you instead see the **Main Menu** page, click on the **Account & Personal Information** tab, then the **Change Your Password** link.

Account & Personal Information **Student Online Services**

Search

Main Menu

Welcome, Your Name , to UNBC Online S

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Account & Personal Information

UNBC Email Notification

All registered UNBC students are assigned a UNBC e-mail account regularly so as to remain current.

For assistance on accessing or forwarding this account, please contact the Service Desk.

[Change Your Password](#)
[Change Your PIN](#)
[Change Security Question](#)

If none of these instructions have worked for you:

1. Contact the appropriate department from this list:
 - a. Students & Employees contact the Service Desk.
 - i. Email: support@unbc.ca
 - ii. Phone: 250-960-5321 or Phone: 1-866-960-5321
 - b. Alumni, contact Alumni Relations.
 - i. Email: alumni@unbc.ca
 - ii. Phone: 250-960-5873
2. Go to <http://www.unbc.ca/passwordreset> and try again after your PIN has been manually reset by the Service Desk or Alumni Relations.