



How to reset your UCU Email Password

To reset your password, go to <https://account.ucu.ac.ug>

1 Please enter your username (e.g., helpdesk).

2 When you click 'Reset Password', a reset token will be sent to your alternative email address

UGANDA CHRISTIAN UNIVERSITY
A Centre of Excellence in the Heart of Africa

Username:

2FA Provider:

1 To your reset password, enter your **username** and then click Reset Password. A token will be sent to your alternative email (not UCU)

2 Your password **MUST** contain:

- Minimum 8 characters
- At least one uppercase and one lowercase letter
- At least one number
- At least one special character (e.g., !@#%&*)
- Your new password should not be the same as the old one

Please check your alternative email. A reset token has been sent to that address. Log in to access it. 3

UCU Password Reset Token

July 8, 2025 8:17 PM

From:

To:

Dear

We received a request to reset your password for your UCU account.

Your reset password token: 236606

This token will expire in 5 minutes.

If you didn't request a password reset, you can safely ignore this email. However, we recommend that you keep your password strong and update it regularly.

Thank you, 4

5 Enter the reset token you received in your email.

6 Before clicking reset, make sure your new password matches the confirmation password.

UGANDA CHRISTIAN UNIVERSITY
A Centre of Excellence in the Heart of Africa

Enter the Token sent to your private email:

Token:

New Password:

Confirm New Password:

6 Here are some tips for creating a strong password:

- Use at least 8 characters.
- Use a mix of letters (uppercase and lowercase), numbers, and symbols.
- Don't use your name, username, or account name.
- Avoid predictable passwords such as "password", "12345" or "bigbunny".

Call For More Info: +256-312-350-816 +256-741-902-525



helpdesk@ucu.ac.ug



<https://uis.ucu.ac.ug>