

How to Reset your CU Denver/Anschutz Password – for POIs Only

FAQs

Why do I need to reset my password?

For security purposes, CU Denver/Anschutz passwords expire every 90 days. If your password has expired, then you will need to reset it before you can login to any CU Denver/Anschutz system.

What is a POI?

POI stands for “person of interest.” POIs are people who are not employed by CU but need access to CU computer systems.

What is a POI number?

A POI number is the unique identifier a POI is given in the CU system; it’s used in place of a CU employee number.

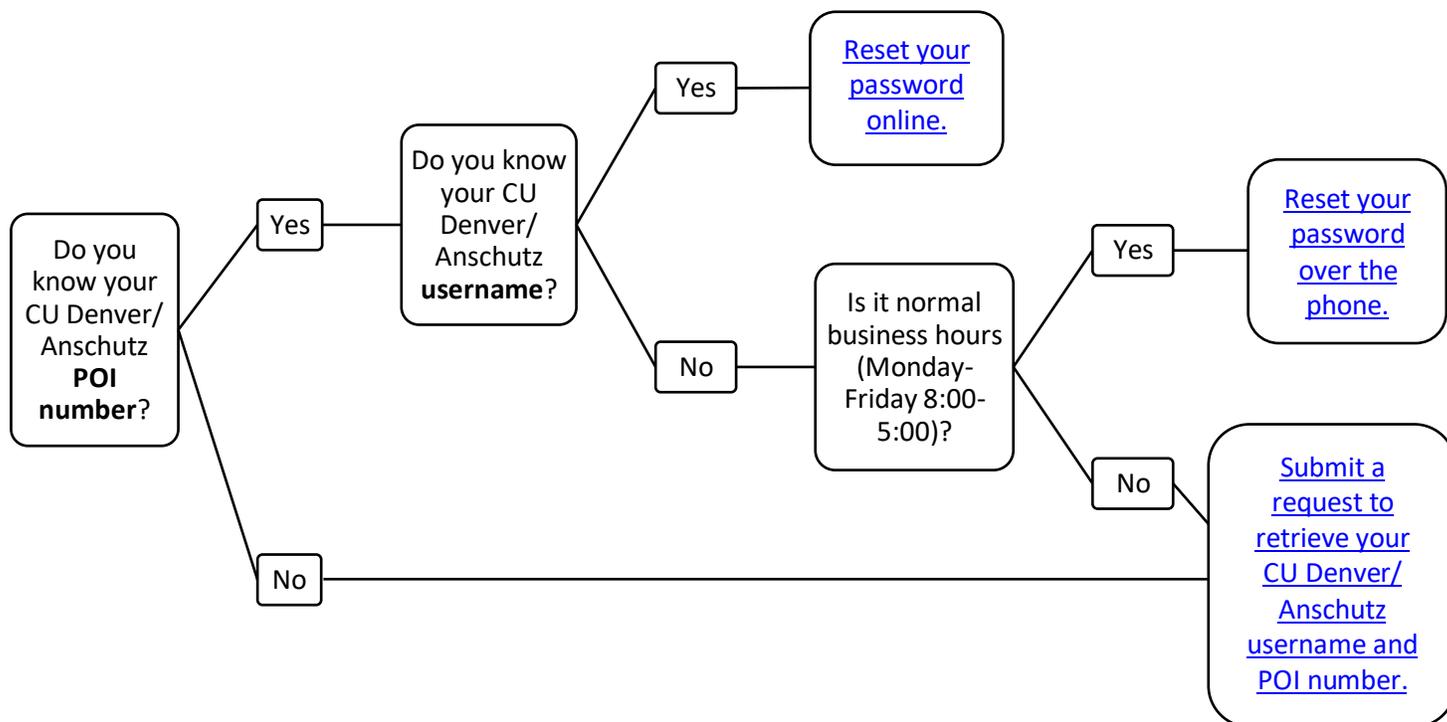
I don’t think I have a POI number. What do I do?

In order to become a POI and, therefore get a POI number, you are required to complete the [POI Form](#). Then you will get an email instructing you with next steps. NOTE: If you’re submitting a POI Form *for the first time*, the rest of this document does not apply to you.

How can resetting my password be easier in the future?

It is *highly recommend* that POIs make note of their POI numbers and CU Denver/Anschutz usernames; these should be kept in a secure place. Though passwords expire, POI numbers and usernames are static, and they are integral parts of the password reset process. Having your POI number and CU Denver/Anschutz username safe but accessible will enable you to quickly and independently reset your password in the future.

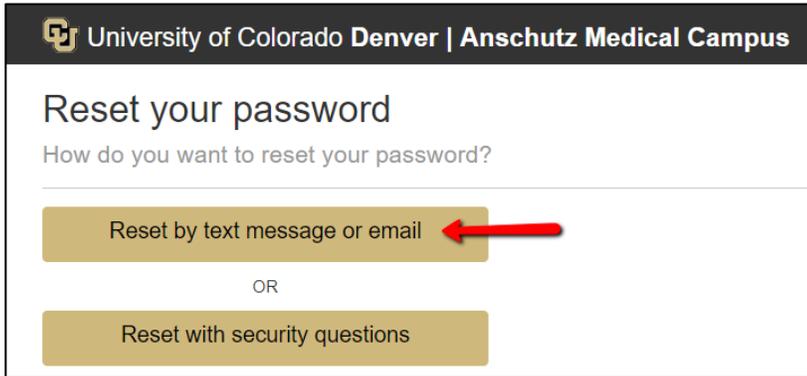
GET STARTED—Use the following decision tree to identify the best place for you to start:



Reset your password online

-  STOP: For this process, you need to have your CU Denver/Anschutz username AND POI number.
- Start [here](#) if you have your POI number but NOT your CU Denver/Anschutz username.
 - Start [here](#) if you do NOT have either your CU Denver/Anschutz username or your POI number.

1. In your internet browser, open the [CU Denver/Anschutz Password Reset Page](#).
2. Select “Reset by text message or email”.



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Reset your password

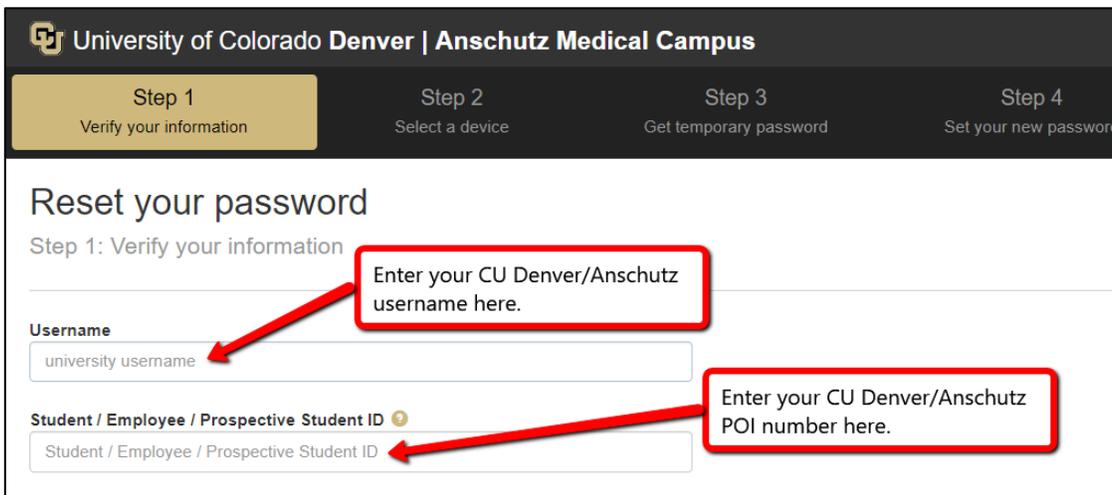
How do you want to reset your password?

Reset by text message or email

OR

Reset with security questions

3. Answer the questions.



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Step 1: Verify your information

Step 2: Select a device

Step 3: Get temporary password

Step 4: Set your new password

Reset your password

Step 1: Verify your information

Username

university username

Student / Employee / Prospective Student ID

Student / Employee / Prospective Student ID

Enter your CU Denver/Anschutz username here.

Enter your CU Denver/Anschutz POI number here.

4. Click “Next Step”.
5. Read the screen.
6. Select either “Phone Number” or “Email”.
7. Click “Accept terms and send temporary password”.
8. Retrieve your temporary password from your email or phone (based what was selected in step 4 above).
9. Enter the temporary password.
10. Reset your password.
11. [Submit the COI Disclosure](#).

Reset your password over the phone

STOP:

- For this process, you need to have your CU Denver/Anschutz POI number.
 - Start [here](#) if you do NOT have either your CU Denver/Anschutz username or your POI number.
- This process can only be done during normal business hours (Monday-Friday 8:00-5:00).
 - Start [here](#) if it is outside of business hours.

1. Call the CU Denver/Anschutz Help Desk at 303-724-4357.
2. Follow the prompts for password help.
3. Once you have someone on the phone, please give them your CU Denver/Anschutz POI number.
4. They will provide your username, a temporary password, and instructions for resetting your password.
5. Write down your CU Denver/Anschutz username and POI number in a secure place so that you can easily reference them in the future.
6. [Submit the COI Disclosure](#).

Submit a request to retrieve your CU Denver/Anschutz username and POI number

1. Email the eRA Support Team at erasupport@ucdenver.edu.
2. In your email, state that you need to retrieve your CU Denver/Anschutz username and your POI number.
3. In your email, include the following:
 - First name
 - Last name
 - Birthday
4. You will be contacted by email with your username, POI number, and next steps for resetting your password, which can also be found [here](#).
5. Write down your CU Denver/Anschutz username and POI number in a secure place so that you can easily reference them in the future.
6. After you've reset your password, you'll be able to [submit the COI Disclosure](#).

Submit the COI Disclosure

1. In your internet browser, please navigate to the [eRA InfoEd system](#).
2. Select “Denver” from the drop down.
3. Login with your CU Denver/Anschutz username and reset password.
4. Click on “Conflict of Interest” (left side of the screen).
5. Click on “Update.”
6. Click on the new disclosure button as noted below:
 - “Recertify or Update Disclosure” if you have submitted disclosure previously.
 - “Edit/Submit Current Disclosure” if you started but did not complete a disclosure.
 - “Create Initial Disclosure” if you have never submitted a disclosure.

For step-by-step instructions, please see the [COI Disclosure Instructions](#).