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Recent Enhancements to the Online Password Reset Tool

Houston, April 1, 2010 – UIT is committed to delivering a suite of highly reliable and secure technology services that meets the needs of our customers. As part of this commitment, the quality and testing group within Technology Services and Support have been conducting usability studies on several popular IT services. The most recent study was conducted on the password reset tool at http://www.uh.edu/infotech/passwords.

UIT had received customer feedback about improving clickpaths and clarifying instructions. After testing the tool, several enhancements were made:

• new in-depth how-to instructions
• new “strong” password instruction pop-up menus to minimize creation of invalid or less secure passwords
• reduced number of steps to complete tasks
• removed extraneous and redundant wording throughout the site

QA/Testing lead Nhan Nguyen said that the enhancements "go a long way toward helping students, faculty, and staff more easily manage their accounts 24 hours a day, 7 days a week, with no wait."

This team has also been an advocate for making myUH more user-friendly and improving the student experience. This successful project will be highlighted in future UIT press releases.