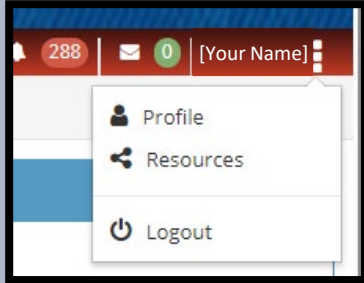# UNIFORM CRIME REPORTING
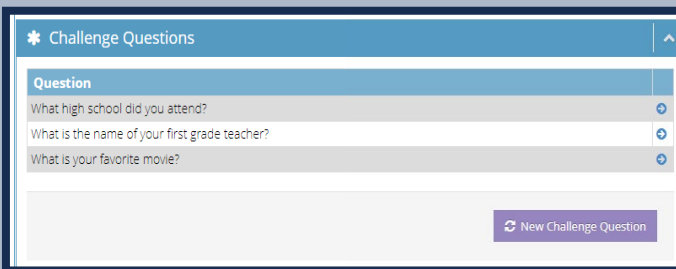
Reset your *own* password

Set 3 *challenge questions:*
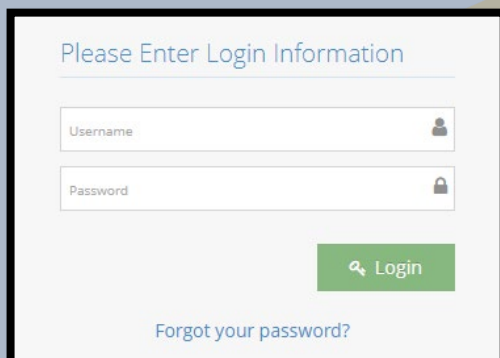- Click 3 ellipses/dots at top right

- Select "Profile"
- Under *Challenge Questions* section, select "New Challenge Question" to add.

- Add a minimum of 3 questions.
- Click **blue arrow** on right to update the answers to questions.

You can now reset *your* own password…

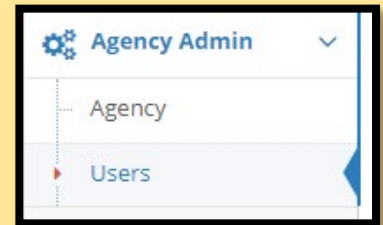- Click "Forgot Password" at login and answer the *challenge questions*, to reset password.

If YOU cannot reset…
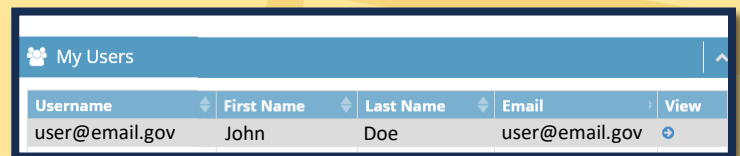
Contact your Agency's UCR Administrator.

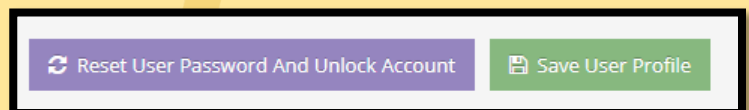## Agency Admin Section

To reset your Agency's users:
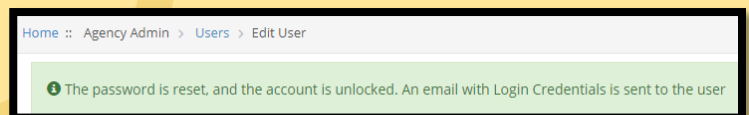- Log into UCR system.
- Click "Agency Admin"
- Select "Users"

- Locate the user under "My Users"

- Click **blue arrow** to right of email.
- Scroll to bottom of User Information.
- Select "Reset User Password And Unlock Account"

- Admin will see this message.

- User will receive an email with **reset instructions** from NIBRShub@otech.com

If ADMIN cannot reset…

- Contact NIBRS@dps.texas.gov
- Or call (512) 424-2091