

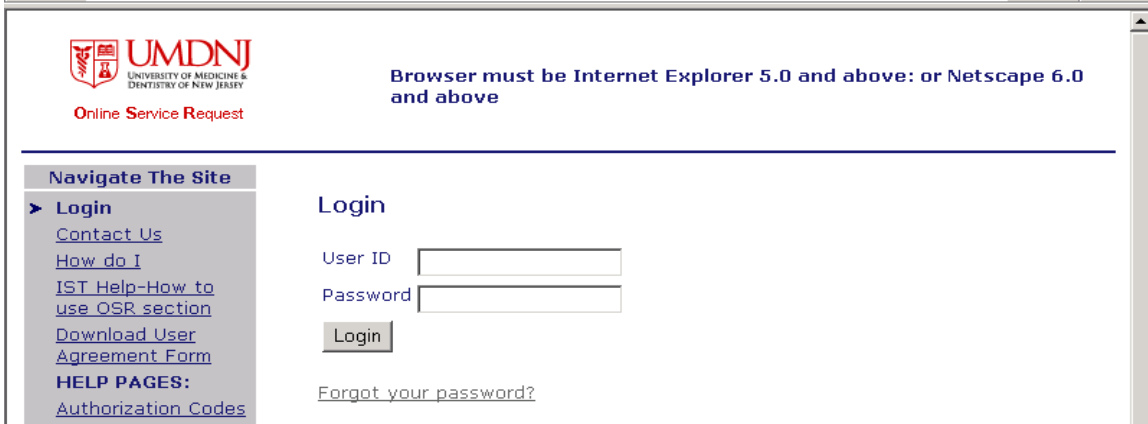


**Information Services & Technology  
Service Center**

**IST Online Service Request - Change Password**

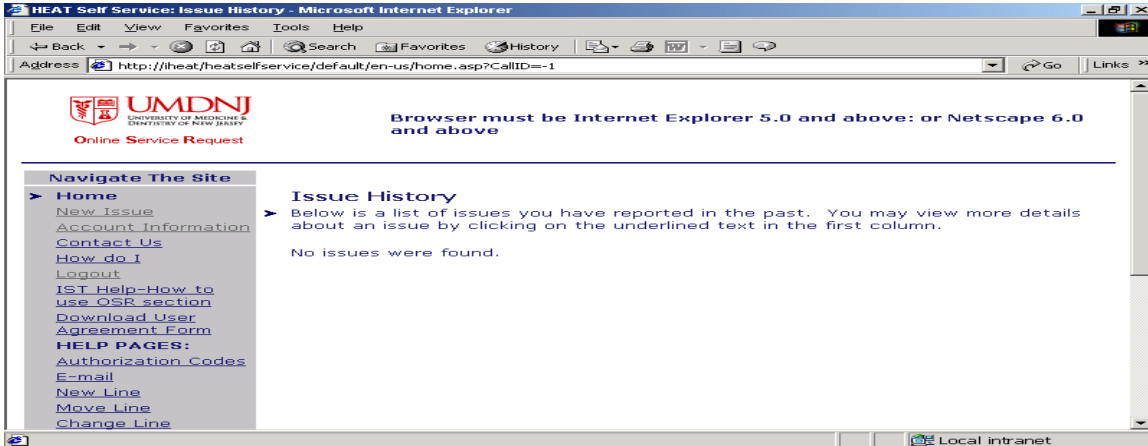
Goto: OSR website address: <http://iheat/heatselfservice/default/en-us>

You will see screen below

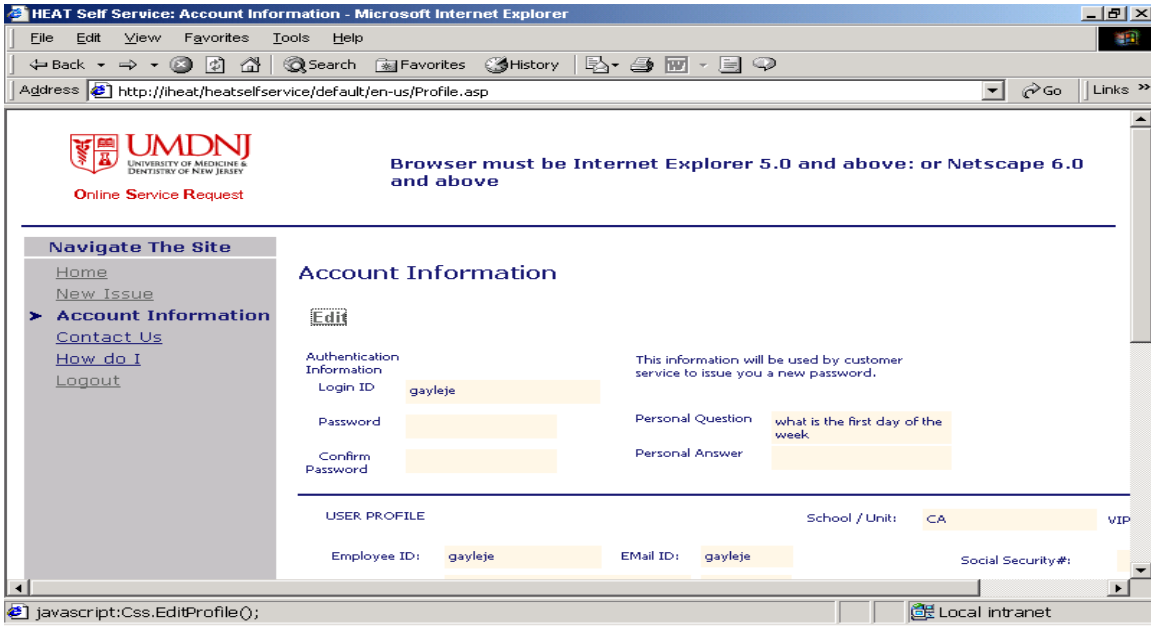


Enter your User ID:  
Enter your Password and click on "Login"

You will see screen below

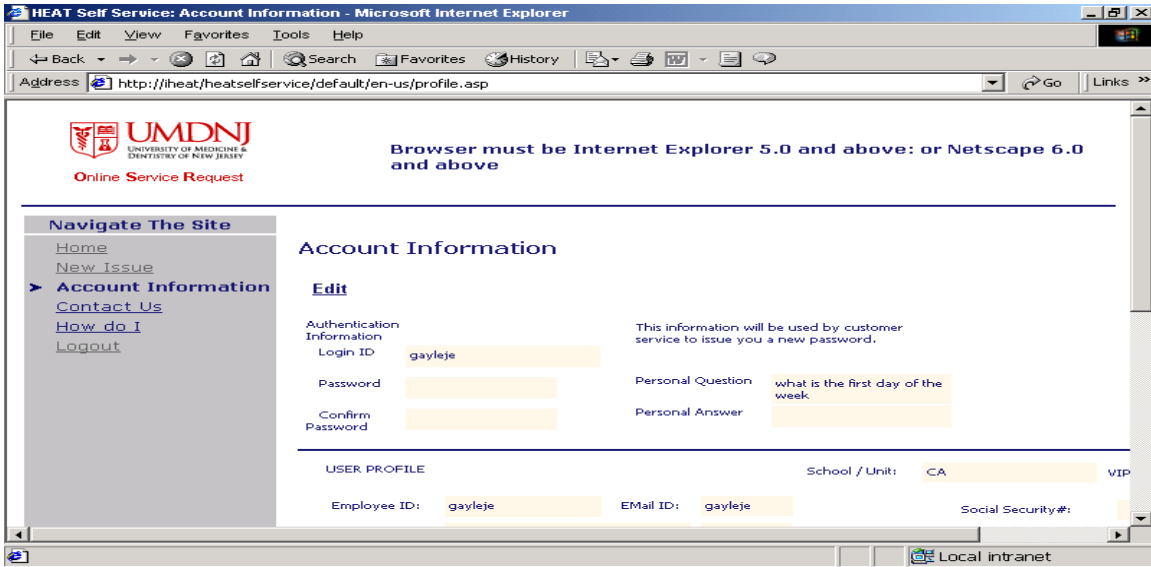


Click on account information



Click on Edit

You will see screen below



Enter new password

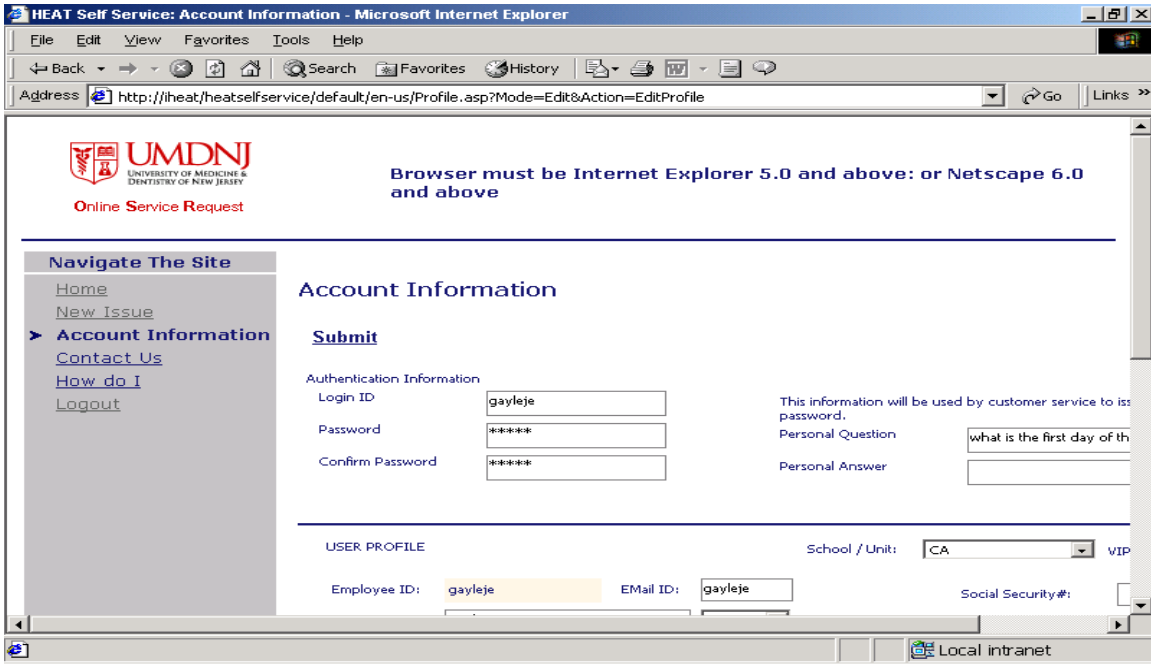
Re-enter new password

Enter Personal question and answer (needed to issue lost password)

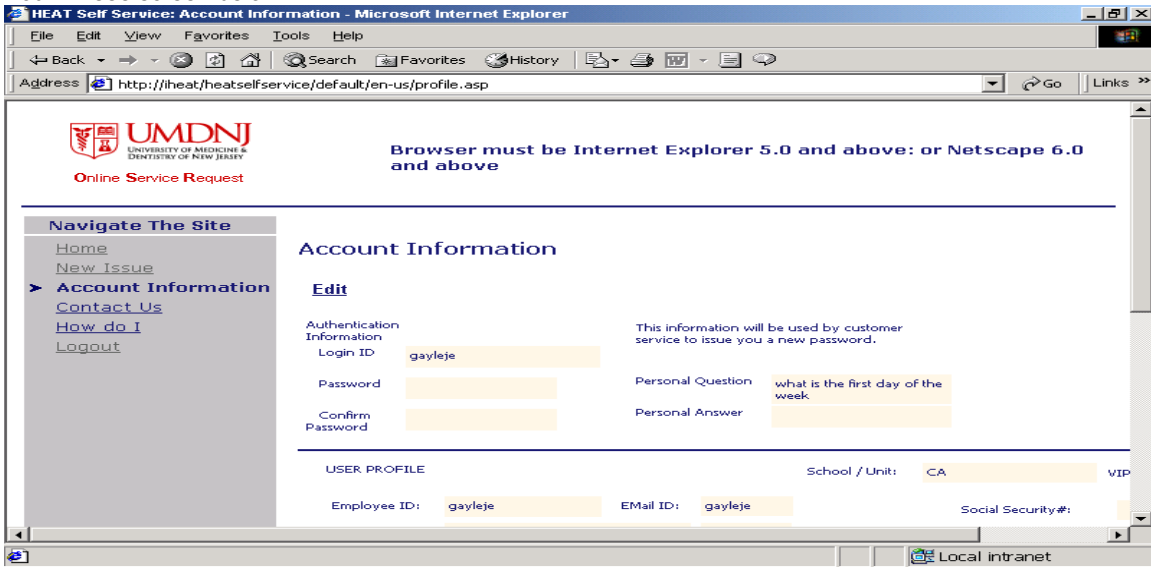
Question should not exceed 100 characters

Answer should not exceed 50 characters

Submit



You will see screen below



You can now make your new selection or Logout.