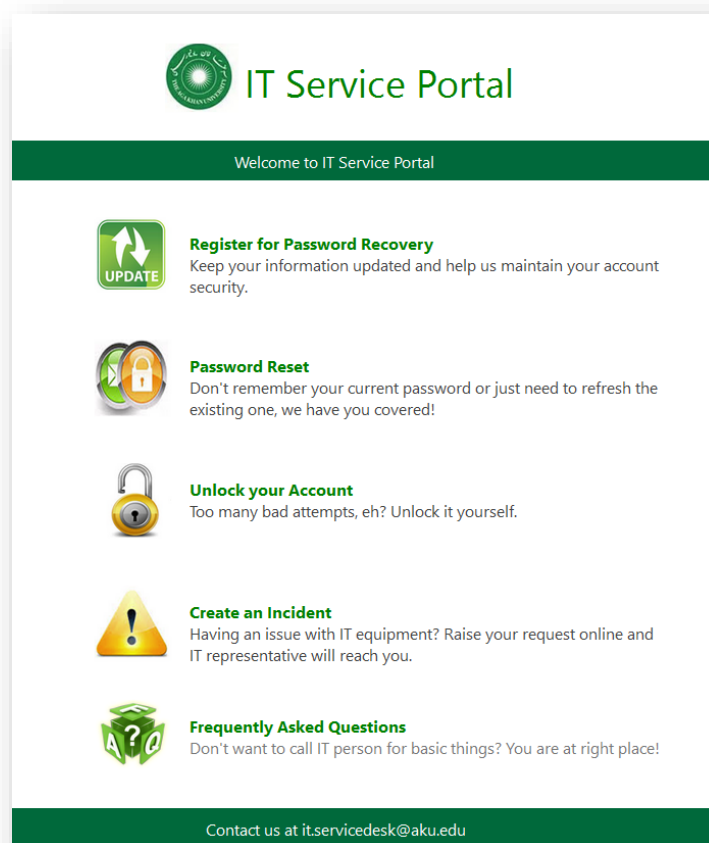
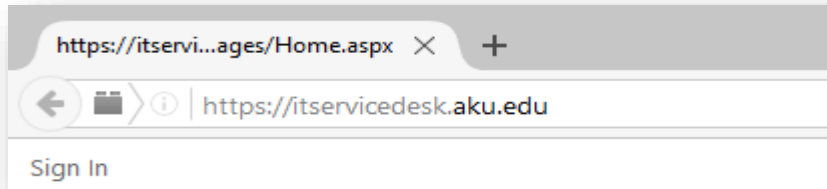


How to Register for Password Recovery?

1. Open your browser
2. Type itservicedesk.aku.edu/



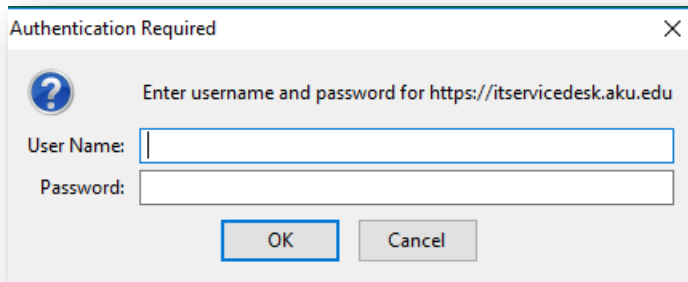
3. Go to "Register for Password Recovery"



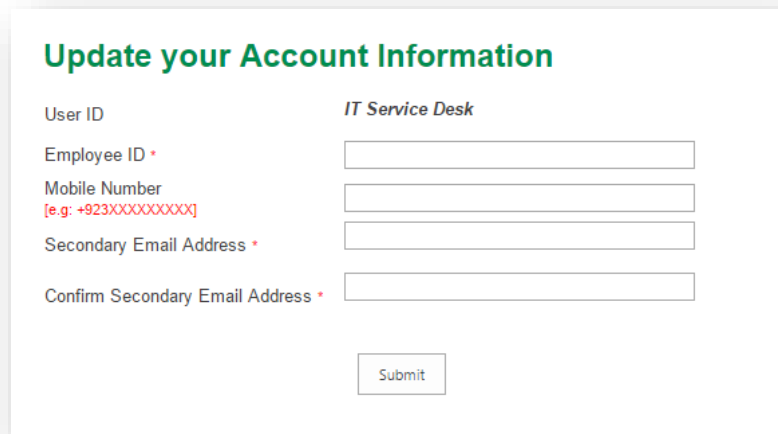
Register for Password Recovery

Keep your information updated and help us maintain your account security.

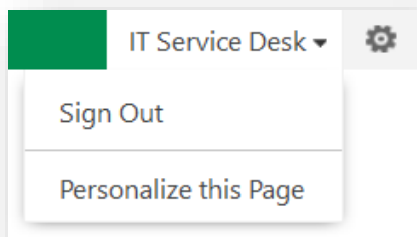
4. Enter your network User ID (AKU ID) and password



5. Provide Employee ID, mobile number & secondary email address where you want to receive your new password when needed



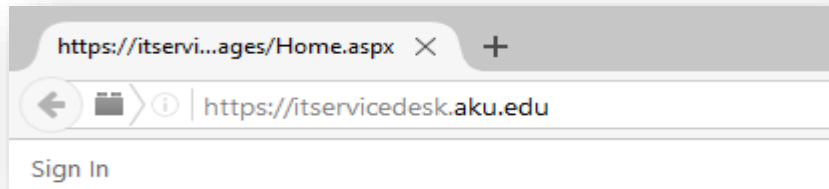
6. Press the **Submit** button to save the information provided. An acknowledgment email will be sent on the secondary email address provided.
7. **Sign Out** from the portal. To sign out; click on the user name at top-right of the page



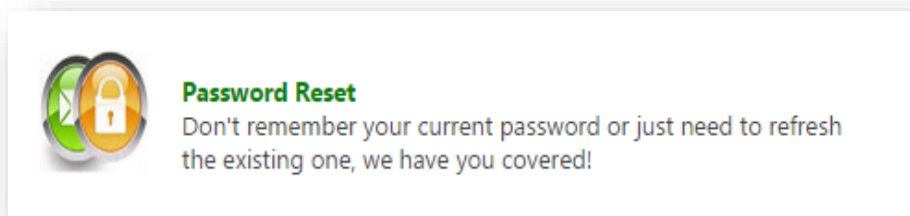
8. **Close** the browser window to complete the sign-out action.

How to Recover Your Password?

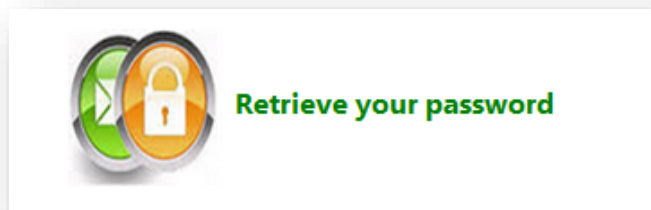
1. Open your browser
2. Type itservicedesk.aku.edu/



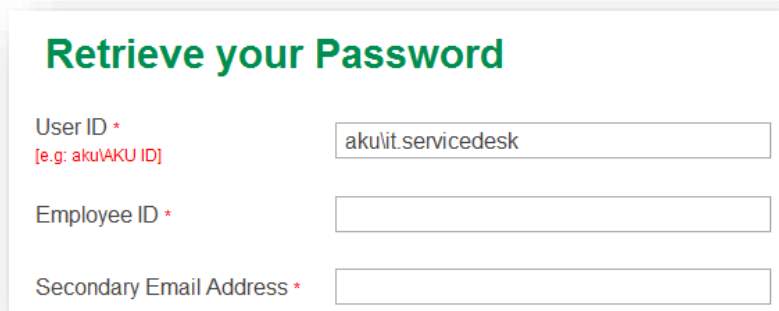
3. Click on the **Password Reset**



4. Click on the retrieve Password

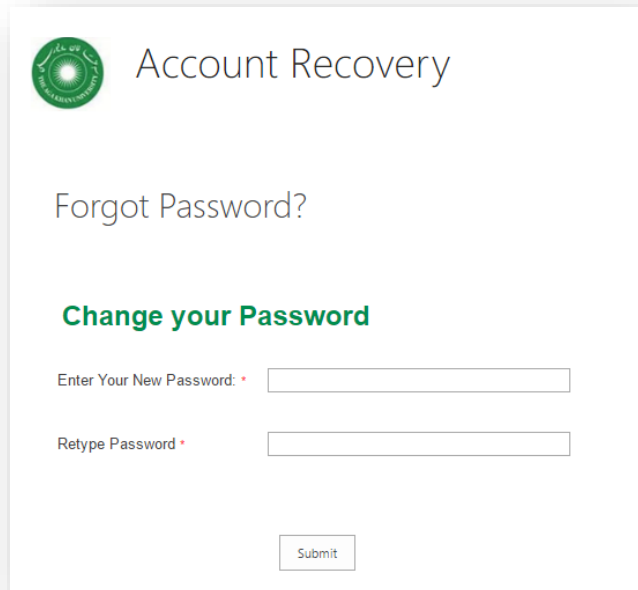


5. Enter your User ID [Format: **aku\user.id**], Employee ID & Secondary email address

A screenshot of a form titled 'Retrieve your Password' in bold green. The form contains three input fields. The first field is labeled 'User ID *' with a red asterisk and a red note '[e.g: aku\AKU ID]'. The second field is labeled 'Employee ID *' with a red asterisk. The third field is labeled 'Secondary Email Address *' with a red asterisk. The first field contains the text 'aku\it.servicedesk'.

6. Information will be verified against the information saved earlier and if a match, a temporary link will be sent via email onto your secondary email address

7. Click on the link received on secondary email address and you will be redirected onto a page where you can set your new password.



The screenshot shows a web form titled "Account Recovery" with a green circular logo on the left. Below the title, it asks "Forgot Password?". A green heading "Change your Password" is followed by two input fields: "Enter Your New Password" and "Retype Password", both with red asterisks indicating required fields. A "Submit" button is located at the bottom of the form.

Password complexity requirements:

1. Password must be at least eight characters' long
2. Password should contain an uppercase, lowercase, at least one numeric value and a special character (such as punctuation mark)
3. Password must be different than the previously used twelve passwords and cannot be same as the username