

Account Management Section

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ICT Knowledgebase – Topic 2: Account Management

This section addresses common queries and procedures related to managing your AKU user account. It covers login support, password reset procedures, account security, access eligibility, and usage across AKU systems. The goal is to help users resolve frequent account-related issues and understand the proper use of their AKU credentials.

Frequently Asked Questions (FAQs)

Q1: How do I login to my AKU account?

A: Use your username in the format user.id@aku.edu along with your assigned password to log in to AKU systems.

Q2: What should I do if I forget my password?

A: Visit <https://itservicedesk.aku.edu> and use the “Password Reset” option. Note that you must be registered on the self-service portal to reset your password. Otherwise call ICT Service Desk for registration.

Q3: What are the available options for users in Pakistan and other countries to retrieve their domain password?

A: For Pakistan, users can retrieve their domain password using secondary email address or cellphone number. For other countries, users can retrieve their domain password using secondary email address only.

Q4: How do I register for password recovery?

A: You can only register by yourself if you remember your current password. On the ICT Service Desk (ICT Self Service) portal, click on the “Register for Password Recovery” link and follow the prompts using your login ID and employee number. You can register your phone and secondary email address to retrieve your AKU account. However, SMS option is only available for Pakistan users, but email option is available for all.

Q5: What Should I do If I forgot my password and I am not registered on ICT Self Service Portal for password retrieval?

A: You can call the ICT Service Desk at 3434 to register. The Service Desk staff will ask you a few questions to validate your identity. After successful validation, they will register you on the ICT Self-Service Portal for password recovery. You can also send email to it.servicedesk@aku.edu directly or through your supervisor, so the ICT Service Desk can get in touch with you.

Q6: My account is locked. What should I do?

A: If your account is locked due to multiple failed login attempts, use the self-service tool on the portal to unlock your account or contact the ICT Service Desk for assistance.

Q7: My account is getting locked out frequently. What should I do?

A: Whenever you change your password, make sure you update it in all applications and gadgets such Microsoft Teams, OneDrive, Microsoft Outlook, OneAKU Wi-Fi (laptop and mobile) and Outlook Mobile and no password should be stored in Web browsers (Google Chrome, Microsoft Edge, FireFox etc). If you still encounter account lock out problem, then contact ICT Service Desk. While it may be challenging for ICT to identify the source, they will make every effort to do so.

Q8: I remember my password but want to change it. How do I do that?

A: There are two ways to change the password. One from windows login screen, press Ctr+Alt+Del and click change password but system should be on AKU network (wired or wireless). Another is web-based option, visit IT Self-service Portal (<https://itservicedesk.aku.edu>), go to the "Password Reset" and select "Change Password." Follow the on-screen instructions to update your password.

Q9: How often does my password expire?

A: Your password expires every 90 days. Reminders will be sent via email before the expiry date.

Q10: What are the password complexity requirements?

A: Your password must be at least 8 characters long, include a mix of uppercase and lowercase letters, numbers, and special characters, and must not contain easily guessable information such as your name or birthdate. It is recommended to do not use same passwords for all accounts (personal and official).

Q11: Where can I use my AKU account credentials?

A: Your AKU credentials work across all official AKU systems, including system login,

email, Microsoft 365 apps, OneDrive, Microsoft Teams, SAHL, patient care applications, MEDITECH, the ONE-AKU portal, One45, One AKU Wi-Fi, VPN, VLE, Trakstar, MyPatients, and other applications provided by AKU.

Currently, only the PeopleSoft HCM/HRMS and FSCM modules use separate passwords. However, an Identity Access Management project is currently in the execution phase. As part of this project, PeopleSoft AKUROSS (Campus Solutions) has already been successfully integrated with Microsoft Azure Active Directory, allowing users to log in using their AKU credentials. Soon, PeopleSoft HRMS and FSCM will also be integrated, enabling access through AKU login IDs.

Q12: Is an email account associated with my AKU login?

A: Yes, eligible users (typically AD3 and above, with exceptions based on job requirements) are assigned an official AKU email account linked to their login ID.

Q13: Can I use my AKU credentials on my mobile device?

A: Yes, you can configure official AKU email and other approved apps on your mobile devices using your login credentials.

Q14: Can I rename my AKU email address?

A: No, once your AKU email address is created, it cannot be changed.

Q15: Can I forward my AKU email to a personal account?

A: No, as per AKU Data Policy, email forwarding to external accounts is not allowed.

Q16: What happens to my account after I resign?

A: Once you resign, your account will be disabled according to AKU's offboarding and data retention policies.

Q17: Can I recover data after my resignation?

A: Data recovery is possible within 30 days after account deactivation and only with department head approval. After 30 days it cannot be retrieved.

Q18: Can I request IT to enable or active my account after my resignation?

A: No, account cannot be activated after resignation. You need to contact HR for more details.

Q19: Can I use my account after my resignation for official purpose?

A: No, account will be deactivated after the last working day. It is ideal to windup all your work before that.

Q20: Can I share my login credentials with others?

A: No, sharing your credentials is strictly prohibited and may result in disciplinary action.

Q20: Is my AKU account secure?

A: Yes, provided you adhere to best practices such as keeping your password confidential, updating it regularly, and following the IT security guidelines. You, also need to ensure that MFA is configured on your account.

Q17: Can I reuse a password that I have previously used?

A: No, you cannot reuse any of your last 12 passwords.

Q18: Can I use my AKU account for personal purposes?

A: No, your AKU account is strictly for official use only.

Q19: Can I reset my password using SMS?

A: Yes, if you are located in Pakistan and have registered a mobile number on the self-service portal, you can choose the SMS option for password reset.

Q20: I received a password expiry email. How do I know it's legitimate?

A: System officially sends password expiry emails. Verify the sender by validating sender email address as it should come from itservicedesk.aku.edu email address. If in doubt, contact the ICT Service Desk directly before clicking any links or respond to it.

Q21: How to validate whether the email is coming from AKU domain?

A: Always verify the sender's email address. If the sender's email is from the @aku.edu domain, it is considered legitimate. However, if the email is from any other domain and contains a link, do not click on it, do not reply, and immediately forward the email to the ICT Service Desk for validation. The email sent from external domains contains the disclaimer below.

“Caution: This email originated from outside of **AKU.EDU** email addresses. Do not share personal information or click links/attachments unless you recognize the sender and know the content is safe.”

Q21: How do I update my first name and last name in AKU address book?

A: Contact HR if you need updates to your personal information.

Q23: What should I do if I suspect unauthorized activity on my account?

A: Immediately change your password and contact the ICT Service Desk to report the incident.

Q26: What steps should I take if my account password is compromised?

A: Immediately change your password, scan your computer or handheld for potential malware attacks. Notify the ICT Service Desk, and follow any additional security protocols provided.

Q27: Can I link my AKU account with third-party applications?

A: No, third-party integrations are generally not allowed unless explicitly approved by ICT to ensure security.

Q28: Can I enable additional security measures on my account?

A: Multi-factor authentication (MFA) is already enabled on all AKU accounts, just make sure that your authenticator application app is updated and you regularly update your password according to policy.

Q29: How do I request a new IT setup for a new joiner?

A: This is part of the HR onboarding process, they will share user id and temporary password to new employee and also shares the onboarding checklist with department head. User needs to login the system using their AKU login ID and change the temporary password to begin their work.

Q: What IT services are deactivated after an employee resigns?

A: All ICT services including Email, VPN, OneDrive, and PeopleSoft access are disabled immediately.

Q: Can I transfer an email account to another user?

A: No, accounts are not transferable. You can request delegation or shared OneDrive documents if continuity is needed. However, OneDrive data will also be deleted after 30 days of resignation, thus it is recommended to download and re-upload the required files on other staff OneDrive

Q: How do I request temporary access for a consultant?

A: Submit an access request (SARF) with project duration, required systems, and approvals. Temporary accounts are monitored closely and it should be on the ownership of the manager or above.

Q: Can I access my data after I resign from AKU?

A: No, access to your AKU account — including email, OneDrive, and other systems — is

disabled once your last working day ended. If you need to retrieve official files (e.g., handover documents), you must request share your files with others or supervisor or raise a ticket with ICT for assistance before your account is deactivated. Once deactivated, recovery may not be possible.

Q: Can I transfer the ownership of a departmental or service account to another person?

A: Yes, but the ownership can only be transferred to Manager or above. To transfer ownership:

1. Fill out the **System Access Request Form (SARF)** at itservicedesk.aku.edu
2. The system will generate an automated email
3. Forward that email to the **ICT Service Desk**

ICT will verify and forward the request to **HR** for record update and formal approval before completing the transfer.

Q: Can individual users request password resets for departmental or service accounts?

A: No. Only the **registered account owner or manager** can request password resets or changes for shared/departmental accounts. If account is managed by junior staff, request ICT service desk along with account owner approval to put their name in care of. So, they can request for password resets without engaging manager.