ICT DEPARTMENT

YOUR PASSWORD

After your appointment or registration you will receive a unique username and password that is valid for all the staff or student services offered by the ICT Department. If, for any reason, you cannot log in with this password, or if you subsequently forget your password, the University of Antwerp also offers you the opportunity to unlock your account or reset your password either via a website (https://password.uantwerpen.be) or via a smartphone app for Android or iOS.

If you need to change your password without enrolling to this website, you can still follow the old procedure by downloading and filling out the form which can be found on Blackboard > Help > Infocenter ICT > Account & password. Make a copy of your student or personnel card along with your identity card and mail all this to reset.password@uantwerpen.be (this can take up to two working days before your request is processed)

STEP 1: LOGON TO THE PASSWORD WEBSITE

It is important that you sign in once to the password website, preferably on receipt of your password. To do this, please visit https://password.uantwerpen.be and log in with your (new) username and password. You will see the following popup "Enroll now to enjoy these benefits!":

Click on the "Click Here" button to continue. You must now enter your mobile phone number(s) and an alternate email address to which you also have access. This information is needed to resolve the situation when you have forgotten your password or your account is blocked, enabling a verification code to be sent either to this mobile number or (secondary) email address.

Next click on "Enroll" to save. You will receive confirmation that 'You have enrolled for password self-service successfully!'. Your telephone number and (private) email address details are encrypted and stored in a secure database. If you prefer not to enter your mobile phone number here, you can enter a fictitious number. In this case **do not** use the option to send the response via SMS when you have forgotten your password!

STEP 2: IF YOU FORGET YOUR PASSWORD

Go to https://password.uantwerpen.be and click on the link "Reset Password". You will be asked to enter your userid, then click on "Continue" to proceed:
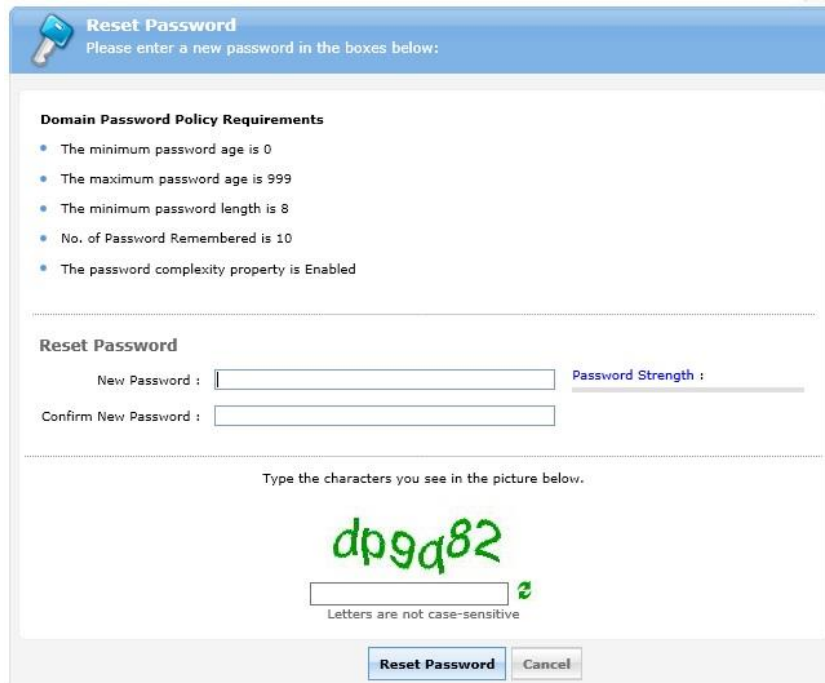
Next you will be offered the choice of sending the secret verification code to either your (private) email address or mobile number, select your option and click "Continue" to proceed:

On the following screen enter the verification code that you have just received, via e-mail or SMS, to verify your identity and click "Continue" to proceed:

You will now have the opportunity to change your password. Enter your new password twice (in accordance with the Domain Password Policy Requirements), fill in the CAPTCHA code in the remaining field and click on "Reset Password":

Your password has been reset and you can login again using your new password to Windows, Outlook or Office 365 (for students).

STEP 3: IF YOUR ACCOUNT IS LOCKED

Most often accounts get locked out because the user has reset his/her password but hasn't entered this new password in their mobile device. The device will then continue to try to log on using the incorrect password, resulting in a locked out account. To unlock your account in such event, you also browse to https://password.uantwerpen.be and click on "Unlock account". Enter you username and, like for resetting your password, select a method by which you want the verification code to be sent. Enter this code on the next screen and your account will be unlocked.

STEP 4: USING THE SMARTPHONE APP

The supplier of the software that is used for the password reset website, ManageEngine, also has a smartphone app available for both iOS and Android. This provides the same functionality as the website: registration, password reset and unlocking accounts.

The app is available for download for your device from your app/play store or by scanning the relevant QR code.
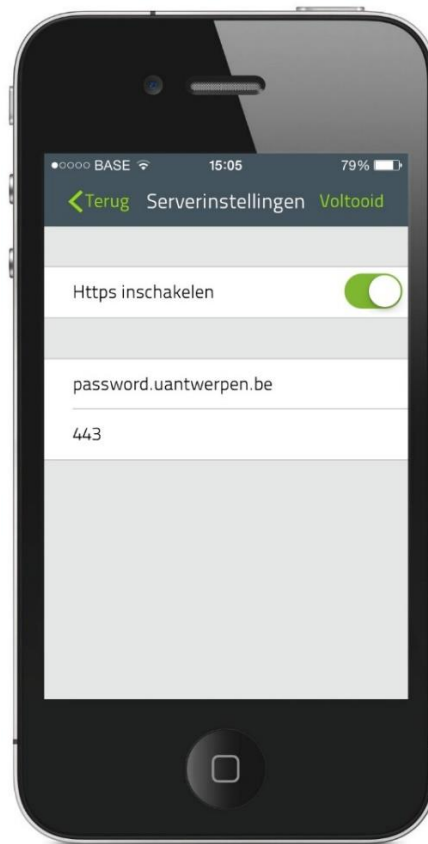
(For Android 4.1+ users)	*(For iPhone/iPad users)*

You need to setup the app before it can be used. Click on the "Server Settings" link and add the details as shown below:

Next click on "Finish" to save these settings, after which the app is available for use.