

## HOW TO RENEW PASSWORD IF FORGOT



جامعة أبوظبي  
Äbu Dhabi University

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# HOW TO RENEW PASSWORD IF FORGOT

**Step 1:** If you failed to login to your

MyADU Login

Login failed! Please recheck the username and password and try again.

1012345f

Password

LOGIN

**Forgot Password** | First Time Users

ITS Helpdesk [ithelpdesk@adu.ac.ae](mailto:ithelpdesk@adu.ac.ae)  
 For Campus support please call:  
 Abu Dhabi Campus: 02 501 5959  
 Al Ain Campus: 03 709 0955  
 Dubai Campus: 04 248 1515

By signing onto this portal, you agree to abide by its Terms of Use. Violations could lead to restriction of portal privileges and/or disciplinary action.

Reset your password

Please provide additional information to aid in the recovery process.

Enter Username:

SUBMIT

Forgot Username?

**Step 3:** Answer at least (2) security questions which you saved on the first time log in to ADU Portal.

Reset your password

Please provide additional information to aid in the recovery process.

What is your mother's name?

\*\*\*\*

SKIP

NEXT

Note: If this appear after you provide your student ID number, please choose and check your registered e-email or mobile number for verification.

Reset your password

Please provide additional information to aid in the recovery process.

Select a verification option.

Send me an email →

Send me an SMS →

Please create your new password

R

robert.sazon

New Password

Please enter your new password

Confirm Password

SUBMIT

least three of the following four categories:

- English uppercase alphabet characters (A-Z)
- English lowercase alphabet characters (a-z)
- Base 10 digits (0-9)
- Non-alphanumeric characters (for example, !,\$#,%)

Too many failed attempts will create a temporary lock on your account, such that you will need to wait 15 minutes before retrying.

### Password Complexity

New passwords must meet the following policy conventions:

1. The last three versions of your password cannot be reused.
2. Passwords cannot contain the user's account name or parts of the user's full name that exceed two consecutive characters.
3. Passwords must be at least ten characters in length.
4. Passwords must contain characters from at least three of the following four categories:
  - English uppercase alphabet characters (A-Z)
  - English lowercase alphabet characters (a-z)
  - Base 10 digits (0-9)
  - Non-alphanumeric characters (for example, !,\$#,%)

Too many failed attempts will create a temporary lock on your account, such that you will need to wait 15 minutes before retrying.

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account after several try, you can always click "**Forgot Password**".

**Step 2:** Provide your **username** which your **Student ID** (Student).

**Step 4:** **Create your new password** and make sure it correspond to the **password complexity**.

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## HOW TO RENEW PASSWORD IF FORGOT

### CONTACT US

Saturday 9am – 5pm

IMTS Abu Dhabi: (02) 501 5959  
IMTS Dubai: (04) 248 1515  
IMTS Al Ain: (03) 709 0955

Website:

Office  
timings:

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[ithelpdesk@adu.ac.ae](mailto:ithelpdesk@adu.ac.ae) [ithelpdeskdub@adu.ac.ae](mailto:ithelpdeskdub@adu.ac.ae)

[itsupportaa@adu.ac.ae](mailto:itsupportaa@adu.ac.ae) <https://ask.adu.ac.ae>

Sunday to Thursday 9am – 8pm

Friday (DBA Class) 9am – 5pm

