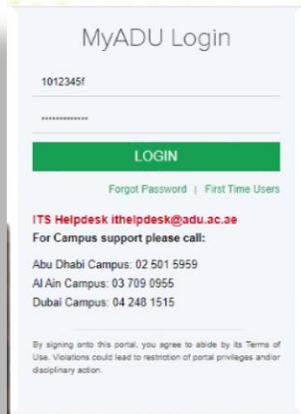


## Password Manager Profile – User Guide

1 Login to MyADU portal,  
<https://my.adu.ac.ae>



MyADU Login

1012345f

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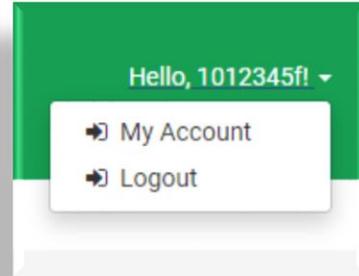
LOGIN

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.

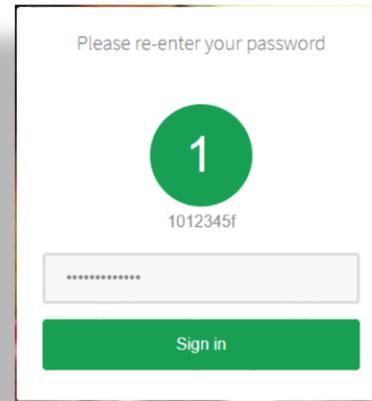
2 On your profile name, select  
My Account



Hello, 1012345f! ▾

- My Account
- Logout

3 Re-enter password as  
instructed for verification.



Please re-enter your password

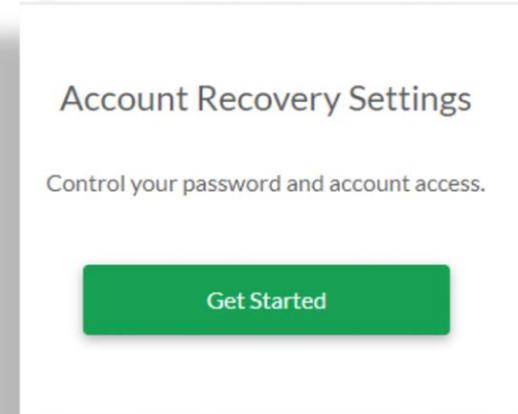
1

1012345f

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Sign in

4 Select **Get Started** on Account  
Recovery Settings.



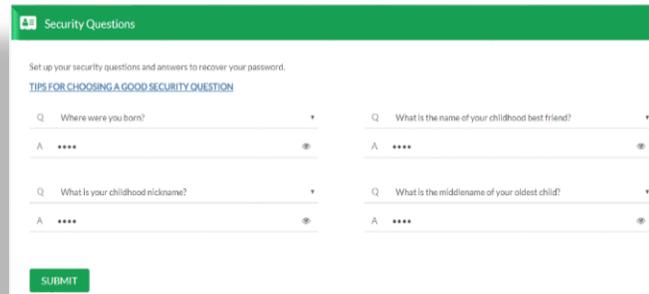
Account Recovery Settings

Control your password and account access.

Get Started

5 Set up your **Security Questions and Answer**. Click **Submit**.

**Security Questions** allows you too provide personal answers that can be used to verify your identity incase you forget your password. The Answers should be both easy remember and difficult to guess.



Security Questions

Set up your security questions and answers to recover your password.

[TIPS FOR CHOOSING A GOOD SECURITY QUESTION](#)

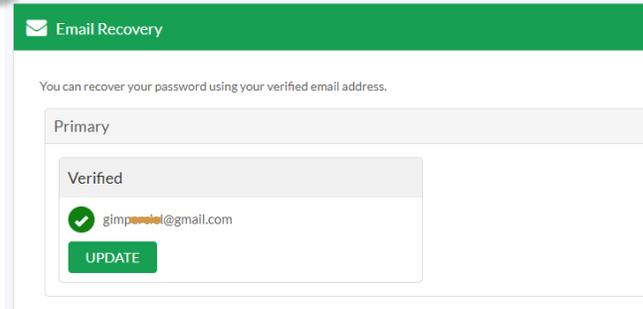
Q Where were you born?	Q What is the name of your childhood best friend?
A ****	A ****
Q What is your childhood nickname?	Q What is the middlename of your oldest child?
A ****	A ****

SUBMIT



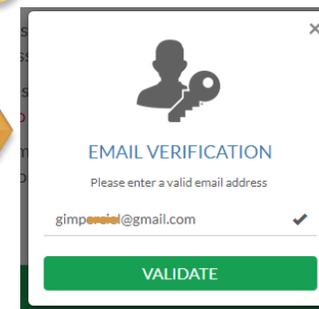
**Email Recovery** allows you to specify one email address where you receive verification codes. Enter your preferred email address and click **Update** to complete the email verification process. **Do not use your college address (i.e. \*.adu.ac.ae).**

**6** Set up personal email password recovery, select **Update**.



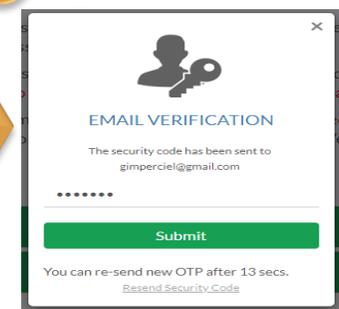
The screenshot shows the 'Email Recovery' form. It has a title bar with an envelope icon and the text 'Email Recovery'. Below the title bar, it says 'You can recover your password using your verified email address.' There are two sections: 'Primary' and 'Verified'. The 'Verified' section shows a green checkmark next to the email address 'gimp@adu.ac.ae' and a green 'UPDATE' button.

**7** Enter valid personal email address, select **Validate**.



The screenshot shows an 'EMAIL VERIFICATION' dialog box. It has a title bar with a close button and a key icon. The text says 'EMAIL VERIFICATION' and 'Please enter a valid email address'. There is an input field containing 'gimp@adu.ac.ae' and a green 'VALIDATE' button at the bottom.

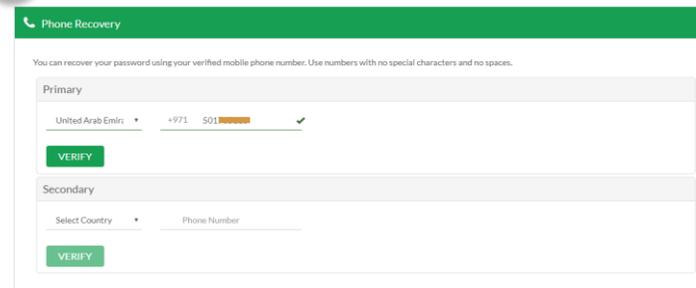
**8** Enter the verification code sent to your email. Select **Submit**.



The screenshot shows the 'EMAIL VERIFICATION' dialog box with a verification code entered in the input field. A green 'Submit' button is at the bottom. Below the dialog, it says 'You can re-send new OTP after 13 secs.' with a link 'Resend Security Code'.

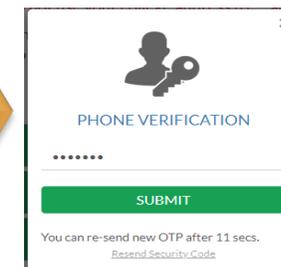
**Phone Recovery (optional)** allows you too specify one mobile phone number where you may receive verification codes via SMS. Select your Country, enter your **10 digit** phone number without formatting (i.e. numbers only) and click **Verify** to complete the phone verification process. **Do not include a "971" before your area code.**

**9** Set up mobile phone number. Select **Country** and enter the **9 Digits Mobile Number** as shown below. Select **Verify**.



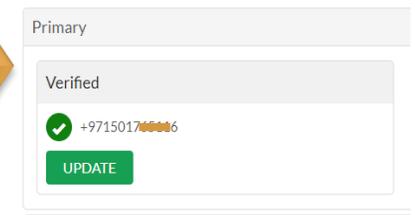
The screenshot shows the 'Phone Recovery' form. It has a title bar with a phone icon and the text 'Phone Recovery'. Below the title bar, it says 'You can recover your password using your verified mobile phone number. Use numbers with no special characters and no spaces.' There are two sections: 'Primary' and 'Secondary'. The 'Primary' section shows 'United Arab Emirs' as the country and '+971 501' as the phone number, with a green 'VERIFY' button.

**10** Enter the verification code sent to your mobile. Select **Submit**.



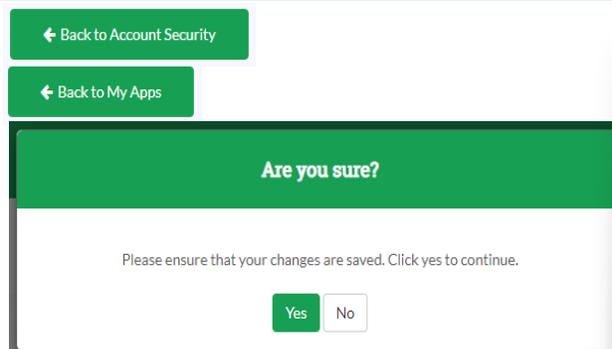
The screenshot shows a 'PHONE VERIFICATION' dialog box. It has a title bar with a close button and a key icon. The text says 'PHONE VERIFICATION' and 'You can re-send new OTP after 11 secs.' with a link 'Resend Security Code'. There is an input field with a verification code and a green 'SUBMIT' button.

**11** Your **Primary Mobile** is verified. You can do the same if you want to setup **secondary mobile**.



The screenshot shows the 'Verified' section of the phone recovery form. It shows a green checkmark next to the phone number '+9715017' and a green 'UPDATE' button.

**12** **Saved your changes** allows you save your profile details so it will be easy to find later and to prevent your data from being lost.



The screenshot shows a confirmation dialog box. It has a title bar with a back arrow and the text 'Back to Account Security'. Below the title bar, it says 'Are you sure?' and 'Please ensure that your changes are saved. Click yes to continue.' There are 'Yes' and 'No' buttons at the bottom.

If you need further assistance kindly contact the IMTS Department on extension **5959** or email us on [ithelpdesk@adu.ac.ae](mailto:ithelpdesk@adu.ac.ae)