

Forgot or Expired Password – User Guide

1 Go to MyADU portal, <https://my.adu.ac.ae>
Select **Forgot Password**.



MyADU Login

Username

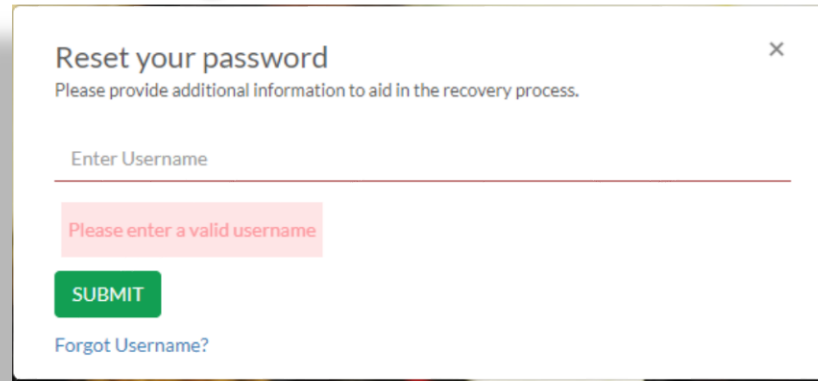
Password

LOGIN

[Forgot Password](#) | [First Time Users](#)

ITS Helpdesk 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

2 Enter your Username, Select **Submit**.



Reset your password

Please provide additional information to aid in the recovery process.

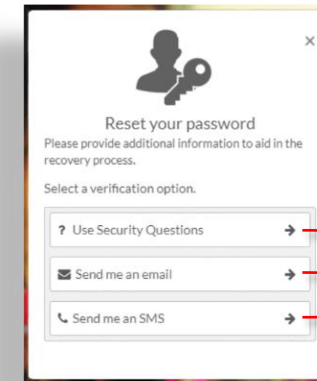
Enter Username

Please enter a valid username

SUBMIT

[Forgot Username?](#)

3 Choose one verification option.



Reset your password

Please provide additional information to aid in the recovery process.

Select a verification option.

- ? Use Security Questions →
- ✉ Send me an email →
- ☎ Send me an SMS →

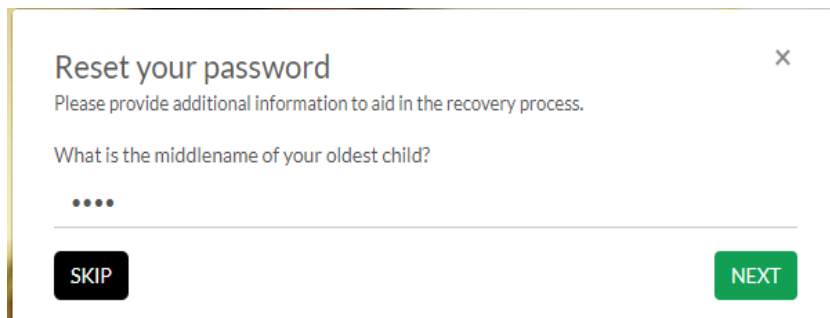
Option 1: User Security Question

Option 2: Send me an Email

Option 3: Send me an SMS

OPTION 1: Use Security Question

1 Answer atleast (2) correct question. Select **Next**.



Reset your password

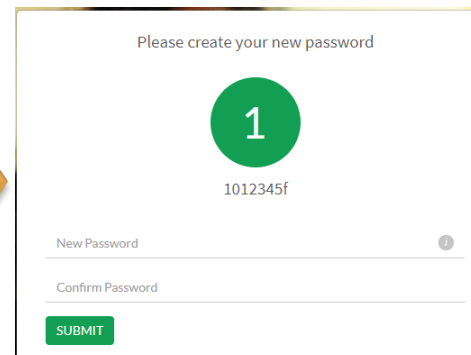
Please provide additional information to aid in the recovery process.

What is the middlename of your oldest child?

.....

SKIP **NEXT**

2 Enter new password and confirm.
Select **Submit**.



Please create your new password

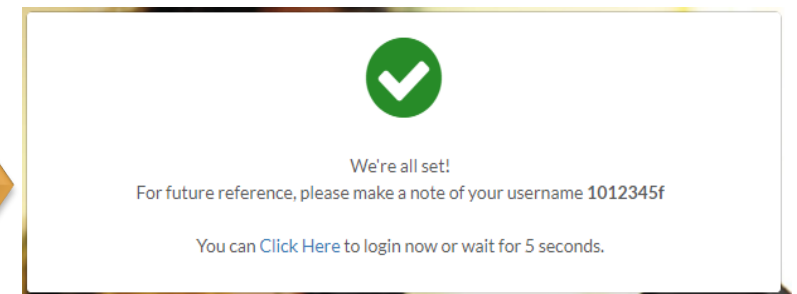
1
1012345f

New Password

Confirm Password

SUBMIT

3 Your Password has been reset.



We're all set!

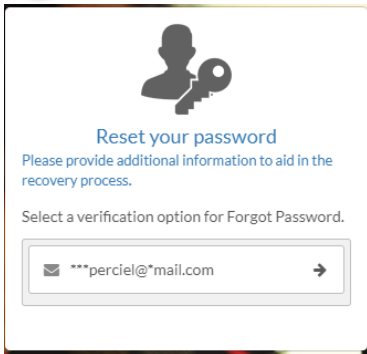
For future reference, please make a note of your username 1012345f

You can [Click Here](#) to login now or wait for 5 seconds.

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OPTION 2: Send me an Email

1 Select Email Address.

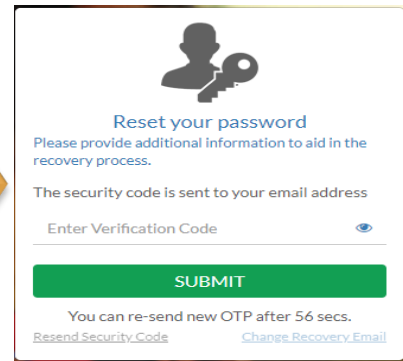


Reset your password
Please provide additional information to aid in the recovery process.

Select a verification option for Forgot Password.

***perciel@mail.com

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



Reset your password
Please provide additional information to aid in the recovery process.

The security code is sent to your email address

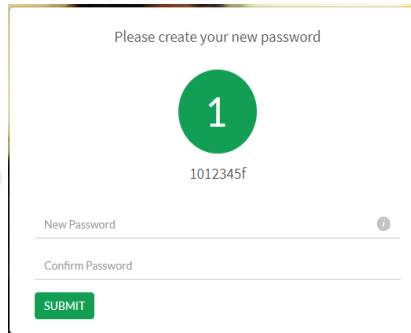
Enter Verification Code

1012345f

SUBMIT

You can re-send new OTP after 56 secs.
[Resend Security Code](#) [Change Recovery Email](#)

3 Enter new password and confirm. Select **Submit**.



Please create your new password

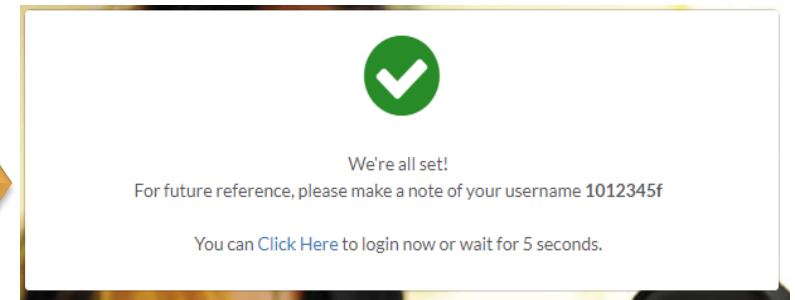
1
1012345f

New Password

Confirm Password

SUBMIT

4 Your Password has been reset.



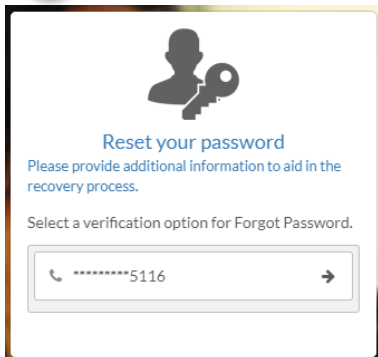
We're all set!

For future reference, please make a note of your username 1012345f

You can [Click Here](#) to login now or wait for 5 seconds.

OPTION 3: Send me an SMS

1 Select Mobile Number.

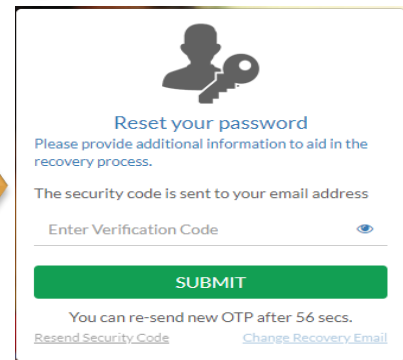


Reset your password
Please provide additional information to aid in the recovery process.

Select a verification option for Forgot Password.

*****5116

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



Reset your password
Please provide additional information to aid in the recovery process.

The security code is sent to your email address

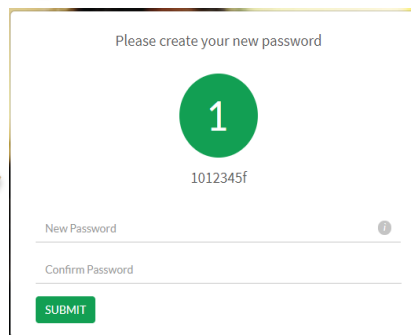
Enter Verification Code

1012345f

SUBMIT

You can re-send new OTP after 56 secs.
[Resend Security Code](#) [Change Recovery Email](#)

3 Enter new password and confirm. Select **Submit**.



Please create your new password

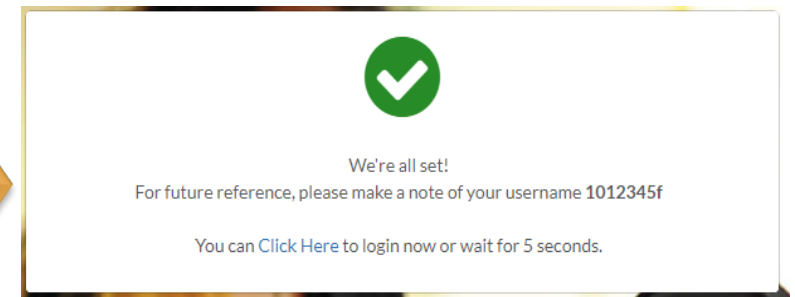
1
1012345f

New Password

Confirm Password

SUBMIT

4 Your Password has been reset.



We're all set!

For future reference, please make a note of your username 1012345f

You can [Click Here](#) to login now or wait for 5 seconds.