

## Account recovery when user forgot password

The procedure to change a password when a user has forgotten it is done from Scala.

When trying to enter Scala (<https://scala.blanquerna.edu>), the portal will present a page where it requests the access credentials. There is the link to start the recovery process by forgetting your password.



The screenshot shows the login interface for SCALA Campus Virtual. At the top left is the SCALA logo, and at the top right is the Blanquerna logo. The main heading is "Inicieu la sessió" with the instruction "Identifiqueu-vos amb el nom d'usuari." Below this are two input fields: "Usuari" and "Contrasenya". A red "Entra" button is positioned below the fields. Under the button, there are two links: "Has oblidat la teva contrasenya?" and "No tinc usuari". A blue arrow points to the "Has oblidat la teva contrasenya?" link. At the bottom, there is a footer with the text "Blanquerna @. Blanquerna - Universitat Ramon Llull."

Clicking on the link indicated by the blue arrow will open a web page where the user account and the user's document number are requested.

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If you have forgotten the password of your **Blanquerna computer network user account**, from here you can request to change the password. You have to enter your user account, your document number and click on the Submit button. Then follow the instructions.

Request change password

User account

Document number (ID, NIE or PAS)

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When sending, it will be validated that the account exists and that the document number belongs to that account. If everything is correct, the recovery mechanism will send an email to the user's **personal address** (not to Blanquerna's address).

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**ATTENTION !!!**

You will receive an email at the following address with the instructions to create a new password.

[a\\*\\*\\*\\*\\*@hotmail.com](mailto:a*****@hotmail.com)

**Do not delay in changing the password because this request will expire.**

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This email will contain a link to access a page that allows you to change the password of only that user.

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### Requirements that the password must meet

- The new password must be at least 14 characters and a maximum of 20 characters, mixing numbers (at least one), lowercase letters (at least one), uppercase letters (at least one) and some symbol !@#\$\$%^&\*()\_+=\{|};:;<>|/?,-
- Do not repeat previous passwords.
- The password cannot be the same as the user account.
- The password must not contain any of your first or last name.

New password

Confirm the new password

Change password

Remember that from Blanquerna we will never ask you for your account passwords

Don't give them to anyone !!

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In less than an hour or if the user changes the password, **the link received in the personal email expires** and can not longer be used.

This process can be repeated as many times as the user needs it.

*End of document*