Català - Español

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 (<u>https://scala.blanquerna.edu</u>), 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.

SCALA Campus Virtual	Blanquerna UNIVERSITAT RAMON LLULL
Inicieu la sessió	
ldentifiqueu-vos amb el nom d'usuari.	
Usuari	
Contrasenya	
Entra	
Has oblidat la teva contrasenya?	
No tinc usuari	_
	и.

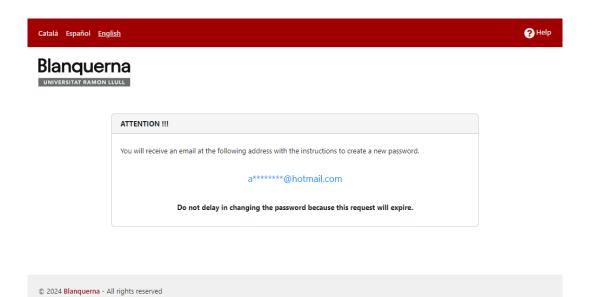
Clicking on the link indicated by the blue arrow will open a web page where the user account and the user's document number are requested.

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Català Español <u>English</u>		? Help
Blanquerna UNIVERSITAT RAMON LLULL		
	Juerna computer network user account , from here you can request to change the password. You have to e lick on the Submit button. Then follow the instructions.	enter
	Request change password	
	User account	
	Document number (ID, NIE or PAS)	
	Submit Cancel	
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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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This email will contain a link to access a page that allows you to change the password of only that user.

Català Español <u>English</u>	Pelp
 Bacacacacacacacacacacacacacacacacacacac	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