

Account Renewal

If you have not set up a security question and answer and you have forgotten your password, go to one of the following locations on campus with photo ID to have the password reset:

- Administrative Services Building Help Desk, ADSB 100A, 155 Razorback Road
- Arkansas Union, Connections Lounge
- JB Hunt Building, Room 253
- Mullins Library
- Office of the Registrar, 146 Hunt Hall

The administrator will reset the password and print a form which contains the authorization code and further instructions and give to the student.

Distance students can fax or email (preferred) the Password Reset form available on the Registrar's office website. The administrator will reset the password, call the student (or email the student if the form was sent from a personal email account already on file with the university) at the number listed on the Password Reset form and give the student the authorization code and further instructions.

Once the password has been reset, the student will go to password.uark.edu. The student will see this screen:

The screenshot shows the 'Password Manager' login page. At the top, there is a red header with 'Information Technology Services' on the left and the University of Arkansas logo on the right. Below the header is a dark grey bar with 'Password Manager' in white. The main content area is white and features the heading 'Log into Password Manager'. A yellow banner below the heading reads: 'PASSweb has been upgraded to Password Manager. Learn more about the changes at its.uark.edu/942'. There are two input fields: 'UARK username' and 'Password'. Below the password field are two links: 'Activate New Account' and 'Forgot Password'. A 'Log in' button is positioned below the links. At the bottom of the page, there is a footer with four columns of links: 'IT Services' (479-575-2901, Mailing Address: its.uark.edu), 'Help Desk' (479-575-2905, Hours, Report an Outage, AskIT Online Help), 'Links' (Password Manager, Tech Articles, Alert Calendar, News Archive), and 'Updates' (Facebook, Twitter).

The student should click on [Forgot Password](#). The student will then see this screen:

Forgot Password

UARK username

University ID number (9 digits)

Date of birth (MM/DD/YYYY)

Security question

Answer

If you forgot or did not create a security question, follow the account renewal instructions in the [Password Manager Help Tech Article](#).

IT Services

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its.uark.edu

Help Desk

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Hours
Report an Outage
AskIT Online Help

Links

Password Manager
Tech Articles
Alert Calendar
News Archive

Updates

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The student should enter his UARK username, ID number, Date of Birth, choose “What is your authorization code?” in the security question field, enter the authorization code in the “answer” field, and then click the submit button. The student will then see this screen:

Change Password

Choose Password

New password

Confirm password

Your password:

MUST be 8 to 32 characters in length
MUST contain three out of four character types: lowercase (a-z), uppercase (A-Z), numbers (0-9), and special characters
CANNOT contain spaces, tabs, or control characters
CANNOT be reused within the last six changes
CANNOT be any derivative of your username

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The student will then create a new password and confirm.