


Forgotten Passwords

If you have forgotten your password, you can retrieve it with a previously set security question. Students can reset a password that has been forgotten by going to password.uark.edu. The student will see this screen:

Information Technology Services 

Password Manager

Log into Password Manager

PASSweb has been upgraded to Password Manager. Learn more about the changes at its.uark.edu/942


UARK username

Password

[Activate New Account](#)
[Forgot Password](#)

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

Information Technology Services 

Password Manager

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](#).

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The student should enter his UARK username, ID number, Date of Birth, and choose the security question that he has created. (If the student chooses the correct security question but gives the wrong answer, a hint will be shown next to the security question box). The student will then see this screen:

The screenshot shows the 'Change Password' page of the University of Arkansas Password Manager. The page has a dark red header with 'Information Technology Services' on the left and the University of Arkansas logo on the right. Below the header is a navigation bar with 'Password Manager' selected, and links for 'Change Password' and 'Create Security Question'. A 'Log out' link is in the top right corner. The main heading is 'Change Password', followed by 'Choose Password'. There are two input fields: 'New password' and 'Confirm password'. To the right of these fields is a list of password requirements under the heading 'Your password:'. A 'Submit' button is located below the input fields. At the bottom of the page, there are four columns of links: 'IT Services', 'Help Desk', 'Links', and 'Updates'.

Information Technology Services  UNIVERSITY OF ARKANSAS

Password Manager Change Password Create Security Question Log out

Change Password

Choose Password

New password

Confirm password

Submit



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.