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How to setup secret question for password recovery

**Step #1.** Login to system and click My System Profile link

**Step #2.** Do the following on General Profile Information page.
Ensure your valid Email Address is specified where you want new password to get emailed. If it is invalid, please email at registrar.systems@aku.edu

  a. Click Change or set up forgotten password help link to set up your secret question and its response

**Step #3.** Set up your secret question, its response, and click OK button.
How to retrieve your PeopleSoft Campus Solution password once it is forgotten

- If you have setup the security question, please follow the steps below.

**Step #1.** Access system login page through any of the below links
  - https://www.aku.edu/akuross or https://portal.aku.edu/akuross

**Step #2.** Click **Forgot your password?** link on system login page.

**Step #3.** Specify your system User ID and click **Continue** button.
Step # 4. Enter **Response** to your secret question and click **Email New Password** button to get your new temporary password emailed.
If you have not setup the security question, please follow the steps below.

**Step# 1.** Access system login page through any of the below links
- [https://www.aku.edu/akuross](https://www.aku.edu/akuross) or [https://portal.aku.edu/akuross](https://portal.aku.edu/akuross)

**Step# 2.** Click *Forgot your password?* link on system login page.

**Step# 3.** Specify your system **User ID** and click **Continue** button.

Enter your User ID below. This will be used to find your profile, in order to authenticate you.

![User ID Field](image)

**Step# 4.** Enter **Response** to following question and click **Email New Password** button to get your new temporary password emailed.
Email Notification for Password Expiry

**Step #1.** An email for password expiry notification will be sent to you, ten days before your password will be expired. Please reset your password once you receive this email.

From: noreply.peoplesoft@aku.edu <noreply.peoplesoft@aku.edu>
Sent: Tuesday, 29 September 2020 9:00 PM
To: Test User <test.user@aku.edu>
Subject: Registrar Office System - Password Expiry Notification

Your password will expire in 10 day(s), kindly reset your password.
Step #2. When ten or less days are remaining in password expiry, following message will be displayed after you login to the system.

![Oracle PeopleSoft Password Expiry Message]

**Step #2.** Click on **Yes** to change password. Enter current, new password and confirm password.

![Oracle PeopleSoft Change Password Dialogue]

**Step #3.** Click **Change Password** button to get the password changed successfully.