



The Aga Khan University

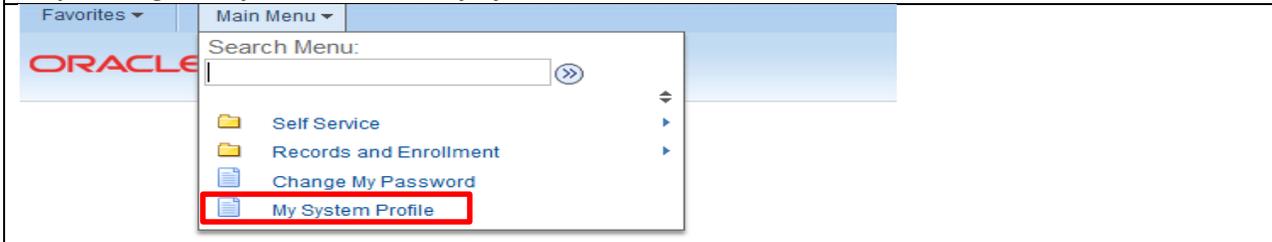
AKUROSS

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How to setup secret question for password recovery

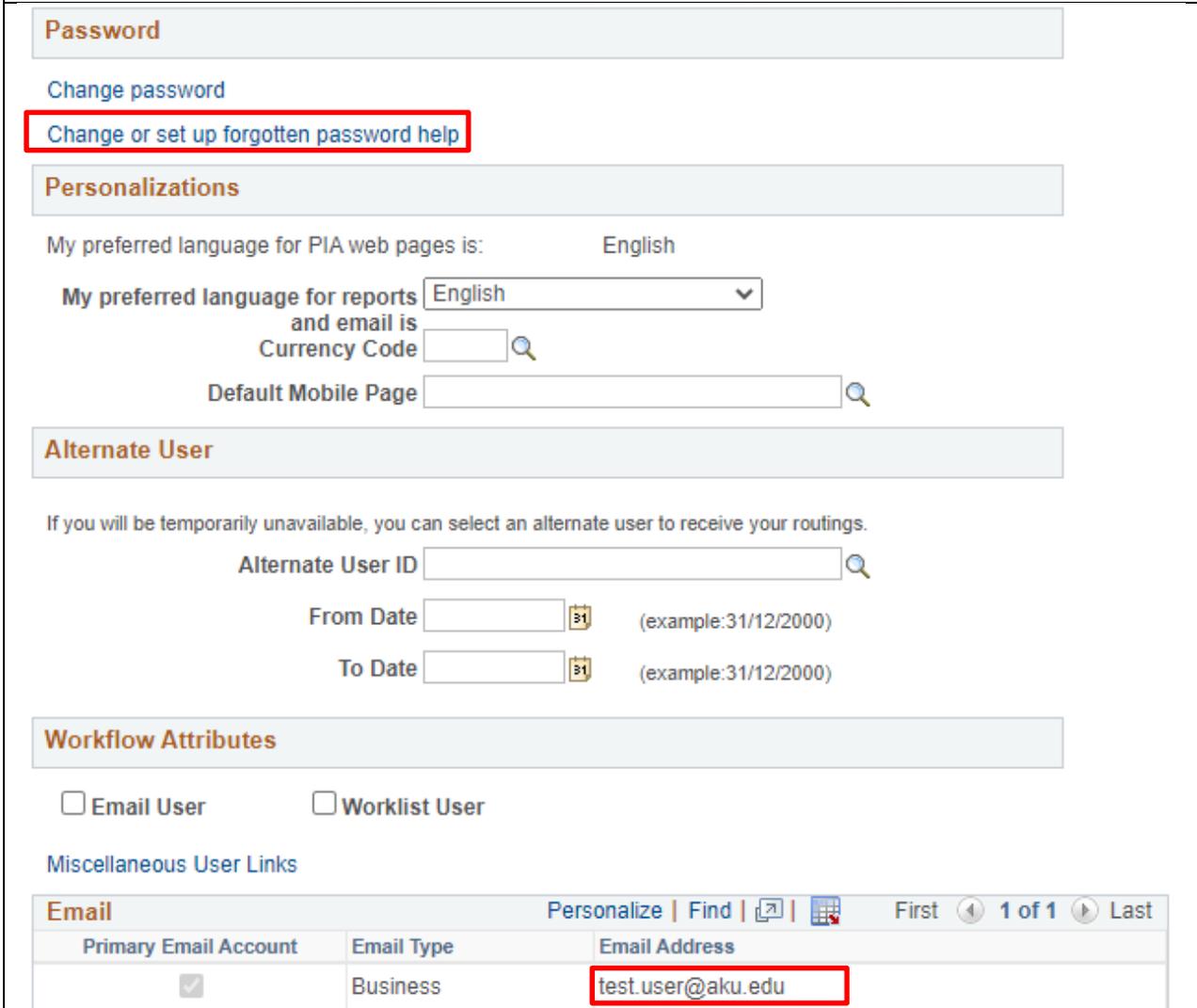
Step# 1. Login to system and click My System Profile link



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

A screenshot of the 'General Profile Information' page. It shows several sections: 'Password' with a 'Change or set up forgotten password help' link highlighted in red; 'Personalizations' with fields for preferred language, reports, and email, and a currency code field; 'Alternate User' with fields for ID, from date, and to date; 'Workflow Attributes' with checkboxes for 'Email User' and 'Worklist User'; and 'Miscellaneous User Links' with a table of email accounts. The table has columns for 'Primary Email Account', 'Email Type', and 'Email Address'. The 'Email Address' column contains 'test.user@aku.edu', which is highlighted with a red box. At the bottom, there are navigation buttons for 'Personalize', 'Find', and 'First 1 of 1 Last'.

Step #3. Set up your secret question, its response, and click **OK** button.

Change or set up forgotten password help

If you forget your password, you can have a new password emailed to you.
Enter a question and your response below. These will be used to authenticate you.

Question

Select from the list of questions.

Response

OK

Cancel

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.

User ID

Password

Select a Language

English

Sign In

Forgot your password?

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

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

Security Question

User ID test.user

Please answer the following question below for user validation.

Favorite person from history

Message Delivered

Email Confirmation

Your new password has been emailed.

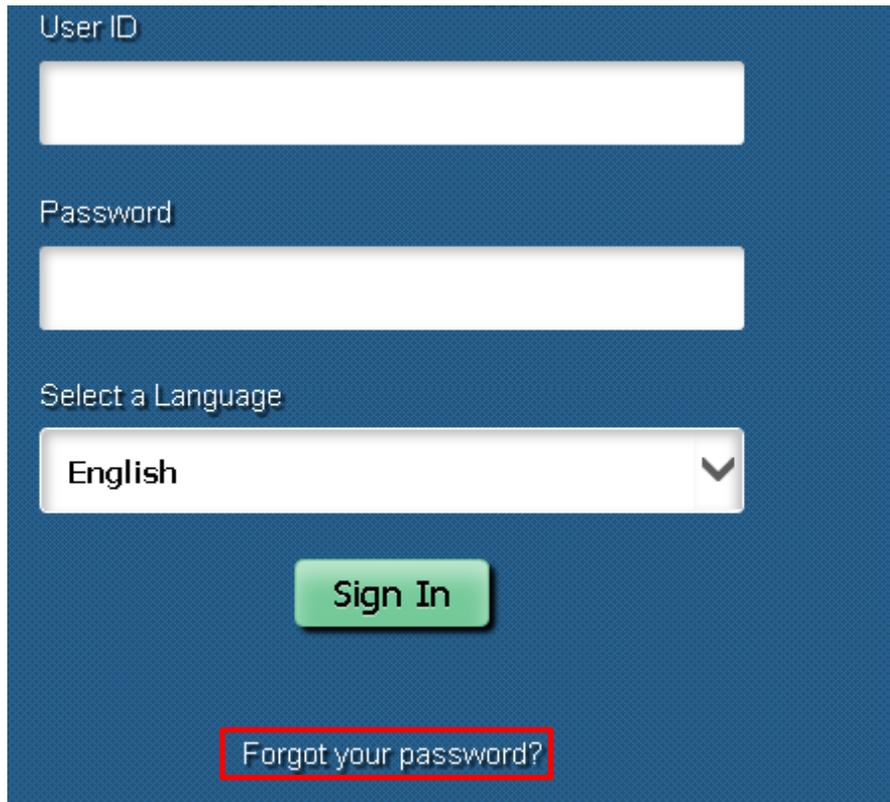
If you do not receive an email in your Primary Email Account please contact your Security Administrator or System Administrator to investigate the cause.

- 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> or <https://portal.aku.edu/akuross>

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



User ID

Password

Select a Language

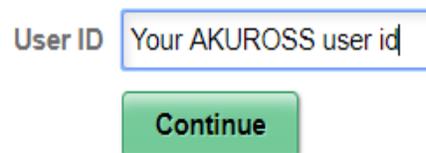
English

Sign In

Forgot your password?

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

Continue

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

Please answer the following question below for user validation.

What is your Employee ID/Student ID

[Email New Password](#)

Message Delivered

OK

Email Confirmation

Your new password has been emailed.

If you do not receive an email in your Primary Email Account please contact your Security Administrator or System Administrator to investigate the cause.

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.

	To...	<input type="text" value="test.user@aku.edu"/>
Send	Cc...	<input type="text"/>
	Subject	<input type="text" value="Registrar Office System - Password Expiry Notification"/>

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.



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

A screenshot of the "Change Password" form in the Oracle PeopleSoft system. The form includes fields for "User ID" (test.user), "Description" (Test user), "*Current Password", "*New Password", and "*Confirm Password". A green "Change Password" button is highlighted with a red rectangular border.

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

A screenshot of the "Change Password" form after successful completion. The form fields are now empty. A white dialog box with a grey border is centered on the screen, containing the text: "Your password has successfully been changed." and an "OK" button.