COMMUNICATION PROCEDURE FOR UPVNET
USERS IN THE EVENT OF LOSS/FORGOTTEN
PASSWORD

When UPVNET users lose or forget their passwords, they must follow the procedure below and select one of the following options to obtain a new password:

Option 1. - Self-service, accessing the authentication page of the intranet and clicking on the link "Forgot your password", as shown in the following figure:

![Forgot password link](image)

IMPORTANT: You must have previously registered the mobile number in the intranet or may register it now, without having the UPVNET password, accessing the intranet through the Id’s Digital Certificate (DNI) or GVA. The registration of the mobile phone number in the intranet is...
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available through this option: Human Resources Information -> Personal File Inquiry -> Personal Data

By completing this form, we will send you your domain name, your login details and a one-time TEMPORARY PIN CODE to your mobile phone so that you can set up a new password.

Option 2.- Call the Customer Service Centre (CAU) at the extension 77750 or +34 963 877 750 if calling from outside the UPV.

From the CAU we will send your login details and a one-time TEMPORARY PIN to your UPV email address or your registered mobile phone.

Option 3.- Visit the Customer Service Centre (CAU) of the Valencia campus located in the Ágora (Building 4H), or in Alcoi and Gandia campuses at the Secretary’s Office, with your ID or UPV card as proof of ID. You will be provided your domain and login details and a one-time TEMPORARY PIN CODE to be used through one of the following methods
a) An email provided by the user.
b) An SMS to a mobile number provided by the user.

**Option 4.- Send a Fax** to addressed to ASIC - CAU (+34 963879883), in which you must indicate that you request a change of your UPVNET password due to loss. The fax must include: Your name and surname, photocopy of ID card or UPV card on both sides and your signature. In addition, you must indicate your mobile phone number or the email address to which you would like us to send your domain and login details along with a one-time TEMPORARY PIN CODE. The Fax Form to be used must be downloaded from the website [http://www.upv.es/id/192](http://www.upv.es/id/192)

**SETTING UP A NEW PASSWORD**

Once you have obtained the necessary data through any of the above options, you must access the website [https://www.upv.es/id/167](https://www.upv.es/id/167) to set your new password.
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Users must authenticate on this page with their domain and login details and the temporary PIN CODE that has been provided and enter the new password. This password must comply with the security measures established in the "Password Policy of the Universitat Politècnica de València", specifically those referred to:

- It must be at least 15 characters long and cannot exceed 128 characters.
- It must be different from the last 2 UPVNET passwords you have used.
- It may not include the name of your UPVnet user.
- It may not have any blank spaces.

You must use characters from three of the following four groups, and ONE OF THE CHARACTERS MUST BE A SYMBOL.

- Lower-case.
- Upper-case.
- Numbers (for example, 1, 2, 3).
- Symbols (i.e., i, @, Ñ, =, -, etc.).

Additional considerations for using the password initialization form

- They are only sent to email accounts of the University (@ upv.es).
- The temporary PIN CODE can only be used during the two calendar days after its generation. The PIN CODE will be disabled after these two days.
- Should the delivery be by email, it will be digitally signed by the University to guarantee its authenticity and integrity.
- Whenever you change your password, you will be sent a digitally signed e-mail from the University at the end of the day, informing you that the password has been changed. If you have not carried out this change, notify the ASIC immediately of that situation.
- A maximum of 3 attempts are available to set your new password using the Temporary PIN CODE. In case of 3 failed attempts, the temporary PIN CODE will be disabled. If you wish to obtain a new temporary PIN CODE, please reapply following the same procedure.