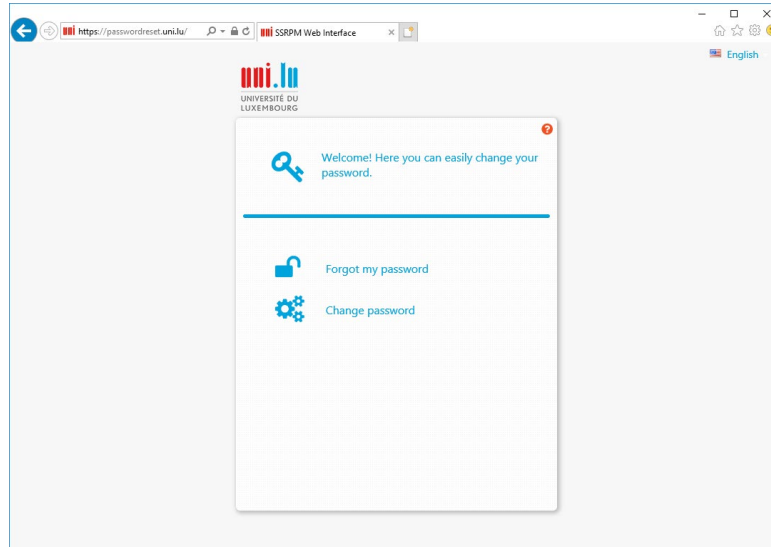
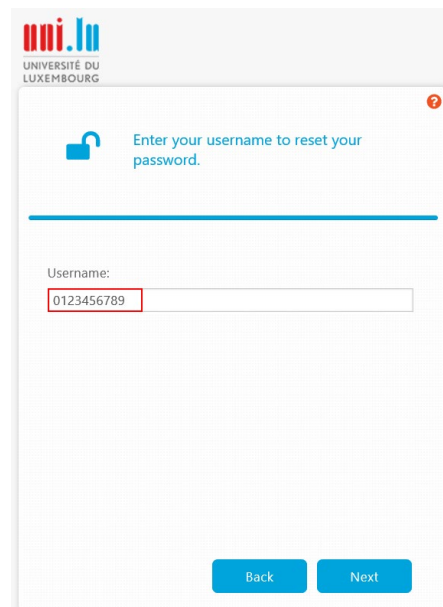


How to reset or change your uni.lu password for students

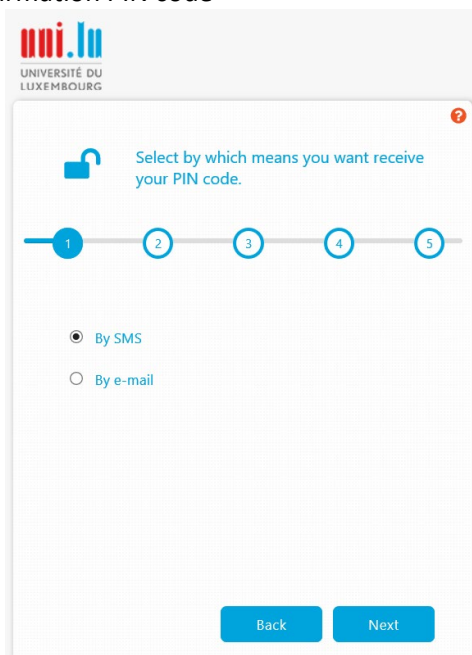
1. Go to: <https://passwordreset.uni.lu> and select one the choices “**Forgot my password**” or “**Change password**” (accessible worldwide from any device)



2. In the next screen, enter your **Student** ID such as: **012345678A**
(You may face a specific error message**)



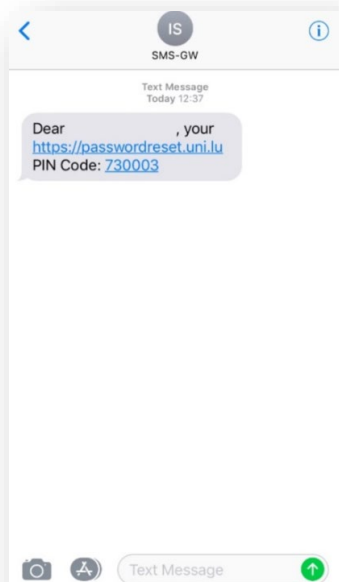
3. If you have a mobile phone and private email recorded in **ACME**, you will have the choice of the delivery method of the confirmation PIN code



The screenshot shows a mobile application interface for the University of Luxembourg (uni.lu). At the top, the uni.lu logo and 'UNIVERSITÉ DU LUXEMBOURG' are displayed. Below this is a blue padlock icon and the text 'Select by which means you want receive your PIN code.' A progress bar with five numbered circles (1 to 5) is shown, with circle 1 being the active selection. Below the progress bar, there are two radio button options: 'By SMS' (which is selected) and 'By e-mail'. At the bottom of the screen, there are two blue buttons labeled 'Back' and 'Next'.

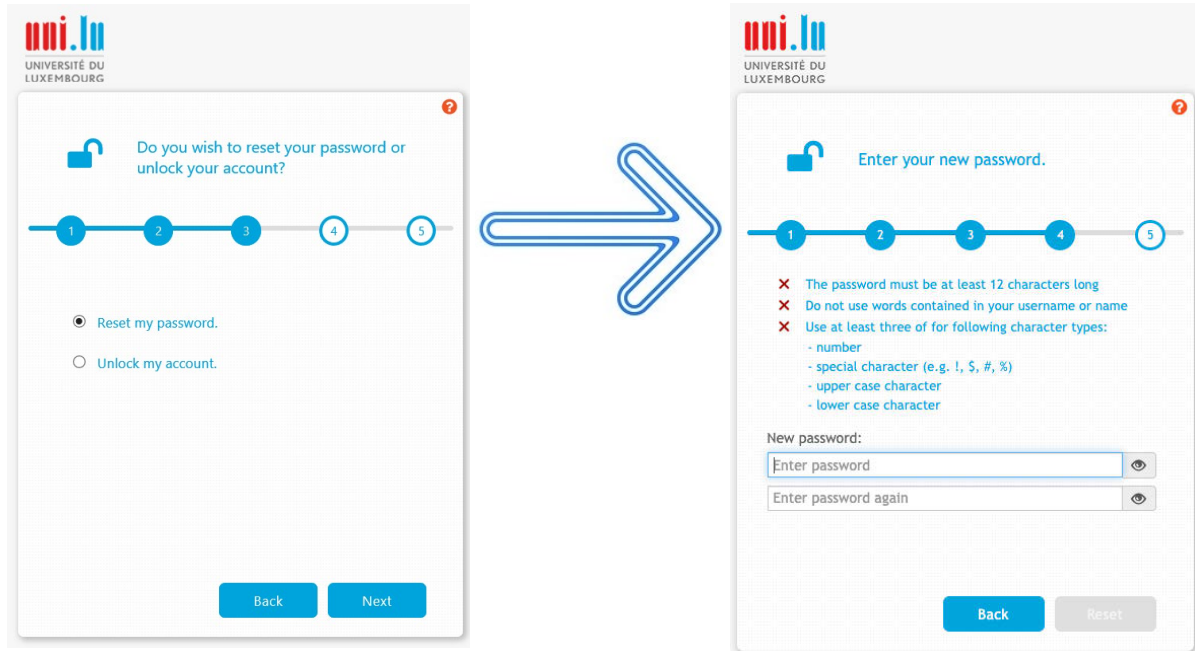
*Depending on what information you made available in **ACME**, the upper screen can change**

- **SMS or email confirmation PIN code**



Enter the PIN code
you have received
per email or SMS

4. Once the PIN code is accepted, select the option: [Reset my Password](#)



Do you wish to reset your password or unlock your account?

1 2 3 4 5

☒ Reset my password.

☐ Unlock my account.

Back Next

Enter your new password.

1 2 3 4 5

- ✗ The password must be at least 12 characters long
- ✗ Do not use words contained in your username or name
- ✗ Use at least three of the following character types:
 - number
 - special character (e.g. !, \$, #, %)
 - upper case character
 - lower case character

New password:

Enter password

Enter password again

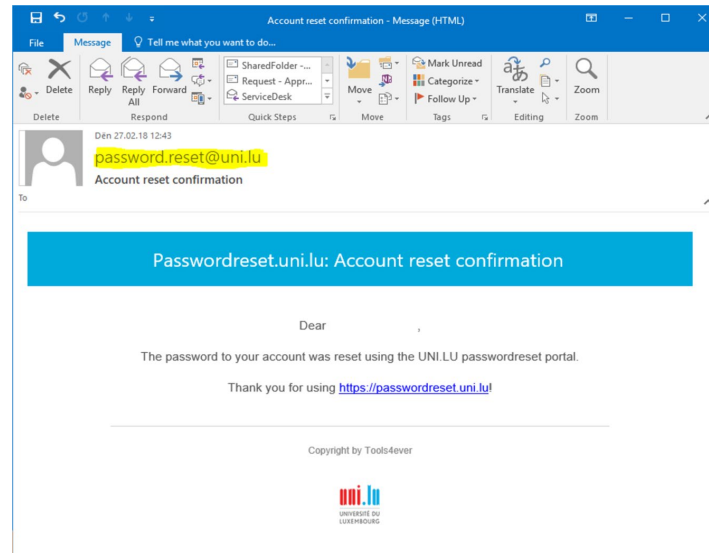
Back Reset

Password requirements and reminder

- Password must be at least **12 characters long**
- Password **must contain at least :**
- 1 Number, 1 Special Character (\$,@,*,...), 1 lpper case, 1 lower case
- Do not put your first name, last name or username
- Password must be changed at least every 210 days
- The password must be different from the five previous one

- Once the password is reset, you will receive a confirmation email on your private and professional mailbox to confirm that there was a password reset made on your account.

Please note that the email will always come from password.reset@uni.lu.



IMPORTANT NOTES

- No reset will be done via phone or email.**
- Please update your password on all other devices before starting using them (e.g. smartphone, tablets, MAC...)**

** If your personal data are missing in **ACME**, you will **NOT** be able to reset your password.*

If you see one of the following message, please contact The [SEVE](#) (Service des Etudes et de la Vie Etudiante) Tel.: 6222 for the check of your account on **ACME

