

Password Reset. Q and A

[Is this for faculty or students or both?](#)

Both, the self-service password reset tool is for all current VUU Students, Faculty, and staff access accounts.

[Will this feature allow us to unlock the “frozen” account?](#)

Yes, you can unlock locked (frozen) accounts once enrolled.

[What if one is abroad and can't access one's VUU account because it is locked?](#)

You will have the control to unlock your VUU access account or change your password 24 hours a day 7 days a week from a web page portal or from your smart phone APP (Apple or Android) once enrolled.

[What is the webpage address?](#)

A link to the portal is on the VUU Web Mail login page, My.VUU pages and VUU domain computers.

[Do I have to still have to bring my VUU ID card to the Technology Center to have my password reset?](#)

No, you will no longer be required to bring your VUU ID card to the IT center to verify your identity to have your password changed once enrolled.

[How do I get the APP?](#)

Once enrolled click on the “Self Service” tab then click the “Mobile Access” button at the top right of page. There will be 3 QR codes:

Step-1 Scan the Apple or Android QR code from the top line to download the mobile app.

Step-2 Scan the bottom QR code to automatically configure the app with your account information.