UAM USER ACCOUNT ACTIVATION / UAM EMAIL PASSWORD RESET

In order to **reset** your UAM account password or to **activate** your UAM institutional user account (@estudiante.uam.es) for the first time, please use the automated password reset service available here:

https://autoservicio.uam.es

You will have to obtain a new **activation code**, which will be automatically send to the external email account which you registered during the on-line application as Exchange student on the SIGMA platform.

Open the abovementioned website and click on:

"Generar código de activación" (left panel menu)

Your will need to include the next information, **included on your UAM registration receipt**:

- User Id: with format name.surname@estudiante.uam.es
- Passport id / number (as registered during the on-line application). It is mentioned on the UAM registration receipt as "DNI".
- Birthdate: Day / Month / Year.

Click on "send" / "enviar". A confirmation message shall be displayed. Confirm the email address.

Check the external email account. You will have a new email with the activation code (make sure it is not in the SPAM folder).

Then, go back to https://autoservicio.uam.es and proceed with the password reset by clicking on:

"Tengo código de activación" (left panel menu)

Complete the form with the new activation code and **set and confirm** your new password (you will have to type it in two different boxes). Please, mind the instructions showed by the form about how to set a valid password. Some letters / numbers combinations are not allowed.

If you cannot complete the activation / password reset process, then contact the IT staff at cau@uam.es .