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.