Has your password expired or have you forgotten it?

FOLLOW THESE INSTRUCTIONS!

- You have inserted your cell phone number in your Personal Area.
- You have not inserted your cell phone number in your Personal Area
- You have changed phone number
- You are currently abroad
- You have signed on our website but you are not a student at Ca’ Foscari University

Access through link: www.unive.it/newpass/recupera
and recover your password via SMS

Send an e-mail to: callcenterstudenti@unive.it
attach a copy of your ID/passport and type down your phone number
Sms recovery in two-steps:

First step

Access through link: www.unive.it/newpass/recupera

• Insert merely your matricula number in “Username”
• Insert your Fiscal Code
• Insert your phone number without your area code and with no spaces.

Recupero password dimenticata via SMS

Insertimento dati personali

Tramite questa procedura è possibile resettare la password dimenticata tramite la ricezione di un pin via SMS.

Attenzione il recupero della password è possibile solo se era stato precedentemente impostato il numero di cellulare.

Username

* * * * *

digitare l'username (o la matricola) senza @unive.it e @student.unive.it

Codice fiscale dell'intestatario

* * * * * * * *

Numero di cellulare

247 * * * * *

Il numero di cellulare va scritto senza prefisso internazionale e senza spazi o altri simboli. Deve corrispondere al numero precedentemente comunicato per il recupero password.

• Select ‘Receive Pin via SMS’

You will receive a message with the PIN that you will need in order to change your password.
Second step

1. Insert the **PIN you have just received**;
2. Insert a **new password**.

**NOTE WELL**
Your new password **HAS TO HAVE**:
1. A capital letter;
2. One alphanumeric number
If you don’t respect this parameters your password will not go through
You have correctly changed your password!

NOTE WELL:

• If during the procedure you get the error message “expired account” it does not mean that it has actually expired but that you have typed something wrong. Don’t worry it’s an automatic message; account never expire!

• If you still can’t access even though you have the right data but you have an open Gmail account, we suggest you to enter in “unknown” mode.

For further information contact the Call Center office at +39 041 234 7575 from Monday to Friday 9.00 pm to 13.00 pm. On Monday and Thursday’s we are also open from 2.00 pm to 4.30 pm or via e-mail callcenterstudenti@unive.it