

Dear students, staff, and employees:

In this manual we offer simplified explanation for how to retrieve lost password for students, University staff, and employees on the following systems, so that they can login into their accounts in these systems, and update their personal contact information like alternative email, mobile number and the reminder question which will guarantee immediate recovery of their password if they forget it, and will allow them to change it at any time without the need to attend to the university.

-Students 'academic services systems'

[HTTP://ODUS.KAU.EDU.SA/STUDENTS](http://odus.kau.edu.sa/students)

- Professors 'academic services systems'

[HTTP://ODUS.KAU.EDU.SA/EMP](http://odus.kau.edu.sa/emp)

- Students 'email system'

[HTTP://MAIL.STU.KAU.EDU.SA](http://mail.stu.kau.edu.sa)

And we will take the students "academic services systems", also known as "On Demand University Services" or "ODUS" as an example.

- Enter the student number as your username in the field titled “Student Number”

-Enter the password, it may be designated by other by “secret number” or "secret word", all these names are for the same thing, some people chose a password that composed of characters only or numeric digits only or of both and this is the best to be difficult for strangers and hackers to guess it, since it is your key to login into critical and sensitive systems, and subsequently we will illustrate the principles of creating strong and easy to remember passwords.

- Press the login button.

If both your user name and password are correct the system will allow you to enter your page.

If either one or both is not correct, you will not be permitted to enter the system and it will display an error message stating that there is a mistake in either the username, or the password, see picture:

الأنظمة الالكترونية لجامعة الملك عبد العزيز

سجل المدني دون الرقم الأول من اليسار ككلمة سر , مثال إذا كان رقم السجل المدني 1234567890 تكون كلمة السر 30

للإستغفار عن مشاكل الدخول الى برنامج ODUS يرجى مراسلتنا على Login.Help@kau.edu.sa

ODUS
On Demand University Services

نظم الإدارة الإلكترونية

نظم الخدمات الأكاديمية - طلاب

نظم المعاملات الإلكترونية - منسوبيين

نظم الخدمات الأكاديمية - الأساتذة

نظم المعاملات الإلكترونية - الطلاب

نظم الشؤون التعليمية بالكلية

نظم المعلومات الوظيفية للمنسوبيين

الخدمات الأكاديمية - دراسات عليا

نظم البريد الإلكتروني الجامعي

نظم دعم اتخاذ القرار

رقم الطالب

كلمة المرور

دخول

إضغط هنا
لإستعادة كلمة السر

خطأ في رقم الطالب أو كلمة السر

It is most likely that we will not mistake in writing the "username" because it is the student number and often available in mind, or written on the University card, the password error is more often.

Therefore we need to be careful while entering our username and password; and be sensitive to the achievement of the following points in the next paragraph.

Rules to enter the user name and the password:

-Write by keyboard and do not use the copy and paste method; just to avoid copying trailing spaces, or invisible codes.

- Give more attention to the case-sensitivity (capital - small) letter.

-Give more attention to the writing language (English - Arabic).

If we apply the previous rules and couldn't enter the system; then it means that we are using a wrong password and we need to reset it.

It is good in this context to make it clear that we cannot restore the same previous password but what happens is to create a new password by user, or by the system, as the case as will be discussed later in the paragraph devoted to explain ways to retrieve lost password which entitled with “Instant Password Recovery Methods”.

Password Recovery System

[HTTP://LOGIN.KAU.EDU.SA/PASSWORDRECOVERY.ASPX](http://login.kau.edu.sa/passwordrecovery.aspx)

It is a new system that has been specially programmed to allow all users to retrieve their lost password from anywhere in the world without having to come to campus, the ability of the system in achieving its objective depends on the availability of adequate information about all users therein, any user who has the required information recorded in the system will most easily set a new password immediately, and vice versa!

And the most important pieces of information that enables the user to immediately recover his password are as follows:

Required data for password instant recovery:

- The alternate e-mail (Non-University Email).
- Mobile number.
- Reminder question.

The existence of any of these three kinds of data in the system's database will enable the user to immediately recover his password using one of the following methods:

Instant Password Recovery Methods:

- Automatic creation of a new password and send it to your alternate registered Email.
- Automatic creation of a new password and send it to the registered mobile number.

- Or allow the user himself to choose the password after he success in answering the registered reminder question.

Hence the importance of completing all the required data for password instant recovery eases handling the password recovery and other things that no further explained in this place. And now let us start to explain the steps needed for (recovering the lost passwords) using the Password Recovery System:

When pressing the button entitled with “Press here to restore password” or when you navigate directly to the following URL:

[HTTP://LOGIN.KAU.EDU.SA/PASSWORDRECOVERY.ASPX](http://login.kau.edu.sa/passwordrecovery.aspx)

You will see the initial screen of the “Password Recovery System” as in the following picture:

Note that on this initial screen you only required to enter your user name, which is your University number, so you can use this page as a test page for checking the health of your username, for example if you did not apply the rules mentioned in the preceding paragraph entitled "Rules to enter the user name and the password", your username may not recognized by the system and may be considered as non-existent!

Supposed that you have correctly entered your username and it has been accepted by the system, which means that this University number is registered in the system, then your ability to instantly retrieve you password online depends

on the availability of your personal contact information in the system, these data has been mentioned above in a paragraph titled “Required data for password instant recovery”.

If your personal contact information is registered in the system; the system will show you a page that contains the available methods that you can use to recover your lost password; the availability of these methods depends on your previously registered information (mentioned above in the paragraph titled “Instant Password Recovery Methods”, choose from them the way that suits you. There are three methods; the first is sending the password to your registered alternative email address; second is to send the password to the registered mobile number and the third one is to reset the password now, which means that the system will allow you to change the password yourself after you success in answering the reminder question, and this last method is entitled in the picture below as “reset password now””.

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KAU Password Recovery

Please, choose the wanted method :

☐ Send Password to my Email ①

☐ Send Password to my mobile number ②

☐ I want to reset password now ③

Next Cancel

If you facing any problem or having any question regarding using your username and password or logging t
Login.Help@kau.edu.sa

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In the picture we find that the three types of the “required data for password instant recovery” are all available and registered in the system for that user; so the system will allow him to choose any of the three methods available to recover his lost password; and they are as follows:

First - retrieve lost password using the previously registered e-mail address: meaning send your password to your alternate email address as shown in the following picture:

Enter the email address that you want to receive the new password in; note that this email must match the registered email address in the system, otherwise the system will refuse to send the new password to it.

KAU Password Recovery
Please, type the alternative email at KAU records to send your password to it :

Previous Next Cancel

If you facing any problem or having any question regarding using your username and password or logging t
Login.Help@kau.edu.sa

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The system will ask the user for the email address that he wants to receive the new password in; note that the syntax of the email address should be correct or the system will refuse to compare it with the registered alternative email address saved in its DB; and will generate an error message saying “Please enter a correct email address” as in the following picture:

The screenshot shows the 'KAU Password Recovery' interface. At the top, there is a header with 'ODUS On Demand University Services' and a logo. The main heading is 'KAU Password Recovery'. Below it, the instruction reads: 'Please, type the alternative email at KAU records to send your password to it :'. A text input field contains 'abs.hotmail.com'. A green box highlights the input field with the message 'This is not valid email format'. Two blue boxes with arrows point to the error message: one on the left explains that the system refuses the email because it lacks an '@' sign, and one on the right states that this error message has been generated by the system. Below the input field are three buttons: 'Previous', 'Next', and 'Cancel'. At the bottom, there is a footer with a note about user support and a link to 'Login.Help@kau.edu.sa', followed by Arabic text regarding copyright and the King Abdul Aziz University.

ODUS
On Demand University Services

KAU Password Recovery

Please, type the alternative email at KAU records to send your password to it :

abs.hotmail.com

This is not valid email format

Previous Next Cancel

If you facing any problem or having any question regarding using your username and password or logging t
Login.Help@kau.edu.sa

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If the user provides a valid e-mail address, asking to send the new password to this email address; the system will accept that mail and will compare it with the registered email, and in order to send the new password to the entered email, this entered email must match the user's registered email address in the system, otherwise the system will refuse to send the password to the entered email; instead the system will show an error message saying: "**sorry, the email you entered in is not the one in our records**" as shown in the picture:

ODUS
On Demand University Services

KAU Password Recovery
Please, type the alternative email at KAU records to send your password to it :

abs@hotmail.com

sorry, the email you entered in not the one in our records.

Previous Next Cancel

If you facing any problem or having any question regarding using your username and password or logging t
Login.Help@kau.edu.sa

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If you failed twice to provide the correct email address that is registered in the system; it will forward you to a verification page to make sure that you are an authoritative user; this will be done through some personal questions, as in the following picture for students, and next picture for official employees :

-checking authority by personal questions for students:

Important note for new students (year 2010) the answer for each of the level, average, and hours questions should be = 0

For other students if you are not sure of average, or hours please enter the nearest value that you remember; and the system will compare it with the correct value and will calculate the percentage of error and take it into consideration.

Dear student,

In order to retrieve your password, you have to answer the following questions to validate your identity:

Step 1 of 3

	First Name	Second Name	Grandfather Name	Family Name
1) Full Name (ARABIC) :	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2) Nationality :	<input type="text" value="Please Choose"/>			
3) Birth date :	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4) National ID :	<input type="text"/>			
5) National ID issue place :	<input type="text" value="Please Choose"/>			
6) National ID issue date :	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
7) Collage :	<input type="text" value="Please Choose"/>			
8) Major :	<input type="text" value="Please Choose"/>			
9) Campus :	<input type="text" value="Please Choose"/>			
10) Level :	<input type="text" value="00"/>	(The value is 0 for new students)		
11) GPA :	<input type="text"/>	(The value is 0 for new students)		
12) Taken Hours :	<input type="text"/>	(The value is 0 for new students)		
13) Recorded Mobile :	<input type="text"/>			
14) Recorded alternative email :	<input type="text"/>			
	<input type="button" value="Send Information"/>			

This is the students checking authority page; it is used to check if the student is the authoritative person who has the rights to reset the password or not.

If you facing any problem or having any question regarding using your username and password or logging to any

Login.Help@kau.edu.sa

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-checking authority by personal questions for official employees:

Dear employee,

In order to retrieve your password, you have to answer the following questions:

	First Name	Second Name	Grandfather Name	Family Name
1) Full Name : (ARABIC)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2) Nationality :	<input type="text" value="Please Choose"/>			
3) Birth date :	<input type="text"/>	- <input type="text"/>	- <input type="text"/>	(dd-mm-yyyy)
4) National ID :	<input type="text"/>			
5) National ID issue date :	<input type="text"/>	- <input type="text"/>	- <input type="text"/>	(dd-mm-yyyy)
6) Working site :	<input type="text" value="Please Choose"/>			
7) Grade :	<input type="text" value="Please Choose"/>			
8) Degree :	<input type="text" value="0"/>			
9) Starting work date @ KAU :	<input type="text"/>	- <input type="text"/>	- <input type="text"/>	(dd-mm-yyyy)

This is the official employees checking authority page; it is used to check if the user is the authoritative person who has the rights to reset the password or not.

If you facing any problem or having any question regarding using your username and password or logging to

Login.Help@kau.edu.sa

This page contains a number of personal questions to be answered by the user, and each correct answer gives the user a certain number of points, once he/she achieves a target number of points, the system will allow the user to change his/her password, but the system will request the user first to update his/her “required data for password instant recovery” (like the reminder question and answer; alternate e-mail and mobile number) as shown in the following picture:

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Change The reminder Question and Answer, Mobile and alternative email

This is the 'Personal information Updating page'; it is used to update the required information needed to guarantee the instant password recovery.

Reminder Question :

Reminder Answer :

Alternitave Email :

Mobile :

If you facing any problem or having any question regarding using your username and password or logging to Login.Help@kau.edu.sa

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Note that this update page will show up whether or not you have registered a reminding question with answer, alternative e-mail, and mobile number, and all you have to do on this page is only update/change reminder question (optionally), and answer (optionally), but you have to add it if it isn't present in the system, update/change alternate mail (optionally), but you have to add it if it isn't present in the system, and finally you can update/changed your registered mobile number (optionally), but you have to add it if it isn't present in the system, so that after this information is updated or added the system will allow you to simply recover your password at any time and from anywhere without having to contact or to attend to the University.

After you've completed the previous step and have updated your contact information, the system will allow you to change your password as in the following picture:

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KAU Password Recovery

Notes: 1- Password must be 6 characters at least.
2- Password must not be one of the last FIVE (5) passwords you set.

Choose a strong & long passwords that contains characters, digits, and symbols like the following: (# \$ &), also passwords that are not exist in the dictionary (non-lexicon-words) are difficult to guess

New Password :

Password Confirmation :

If you facing any problem or having any question regarding using your username and password or logging to Login.Help@kau.edu.sa

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Either if the service requester (student or employee) failed to reach the required percentage of the correct answers of the questions in the personal questions page, then the system will refuse permitting him to retrieve lost password programmatically through the system, and will show a message asking him to send an email to the support team (Login.Help@kau.edu.sa) regarding the problem as shown in the following picture:



Second- the password recovery using the previously registered mobile number :

Send your password to the registered mobile number. By choosing this option the system will ask the user to provide the registered mobile number; if he success to provide a valid mobile number that matches the registered one; a new password will be sent to that mobile number, if he failed (twice) to provide the correct mobile number; then the system will route the user to the page for checking authority by personal questions that has been provided in the previous picture, and with the same explanation provided previously.

Note: sending a password using the mobile number is parked indefinitely.

Third- Recovering the password using the reminder question:

Return the password now. What is meant by this option is to reset your password after answering the reminder question, and it should be noted that this method (along the way with the method of resetting your password after successfully passing the checking authority by personal questions method that has been provided and described previously) are the only two methods that allow the user to reset/choose his password himself, when choosing this option a page will appear asking the requester to enter the answer of the reminder question, (preferably using the mouse, press the button that is entitled with the word 'Next' after typing the answer instead of pressing the Enter key on your keyboard) as shown the following picture:

ODUS
On Demand University Services

KAU Password Recovery

Username : 0777782

Reminder question : who are you

Answer : **The answer**

Previous Next Cancel

The user should be careful when writing the answer of his reminder question since any extra or incomplete space will be treated by the system as a wrong answer and the system will refuse to allow him to reset his password.

Write the answer of the reminder question then press Next

If you facing any problem or having any question regarding using your username and password or logging to Login.Help@kau.edu.sa

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It is worth us here to mention the severe harm that may happen to the user if he/she has registered an easy to predict answer to his reminder question ... why?

As this could simply be the fastest way of malicious users to attack your page; unless you make it a difficult to predict answer of your registered reminder questions.

Here is an example that will show the harmful effect of choosing an easy to predict answer of the reminder question:

[HTTP://LOGIN.KAU.EDU.SA/PASSWORDRECOVERY.ASPX](http://login.kau.edu.sa/passwordrecovery.aspx)

A Student chooses to register himself a reminder question & answer in the system to be able to reset password himself, he selected his reminder question to be: "what is your University Number?", and he has chosen the answer to be his real University Number despite his ability to choose any other answer provided that he won't forget himself. Imagine what will happen if a malicious user/attacker wanted to attack this student's page; the malicious user/attacker will easily get the University number of the user which represents the student (username), then will use the password retrieval system URL:

[HTTP://LOGIN.KAU.EDU.SA/PASSWORDRECOVERY.ASPX](http://login.kau.edu.sa/passwordrecovery.aspx)

And then write the username which is the University Number of the student, if the attacker decide to use the reminder question method to reset the user's password, which entitled with the "recover password now", then he will find that the reminder question is "what is your University Number ". What do you expect?

The answer of the reminder question is known by the attacker since it is the same as the username of the student which is his University Number; so the system will allow the attacker to change the user's password, not only this but would allow him to clear the "required data for password instant recovery" for that user and replace it with his own information like his mobile number or email address, moreover, the possibility of changing the user's study table! Really it will be a disaster if the attacker who attacked your page was a bad person who wants to harm you! So beware ... how?

You can do that by choosing a strong and not easy to predict answer for your reminder question.

Or by avoiding adding a reminder question in the system if it will has an easy to predict answer.

The support team has the right to delete your reminder question from the system if it will lead to the ability to break into your page by attackers; with neither not deleting it mean consent or directory an acceptable, this ultimately your personal responsibility.

The student should pay more attention when writing the answer of his reminder question since any extra or incomplete space will be treated by the system as a wrong answer, and an error message will be displayed indicating "**Please, provide a correct answer**", as in the following picture:

The screenshot shows a web browser window with the address bar displaying http://login.kau.edu.sa/PasswordRecovery_EN.aspx. The page header features the ODUS logo and the text "On Demand University Services". The main content area is titled "KAU Password Recovery" and contains the following fields and text:

- Username : 07777826
- Reminder question : who are you
- Answer : [A text box containing 12 dots, indicating a masked password or answer.]
- Please, provide a correct answer.
- Buttons: Previous, Next, Cancel

A red-bordered box on the left side of the form contains the following text:

The system refuses the answer of the reminder question; this is the first trial of total of two trials; after so and if the user failed to provide the correct answer twice the system will redirect him to the "checking authority by personal questions" page.

At the bottom of the page, there is a footer with the text: "If you facing any problem or having any question regarding using your username and password or logging to Login.Help@kau.edu.sa" and a line of Arabic text: "حقوق الطبع و النشر محفوظة لدى جامعة الملك عبد العزيز المملكة العربية السعودية".

If the student fails twice to provide the correct answer to the reminder question; the system will forward him to the page for checking authority by personal questions that has been provided in a previous picture, and with the same explanation provided previously.

If the student success in providing the correct answer for the reminder question; the system will allow him to reset his password as shown in the following picture:

Choose a strong & long passwords that contains characters, digits, and symbols like the following: (# \$ &), also passwords that are not exist in the dictionary (non-lexicon-words) are difficult to guess

KAU Password Recovery

Notes: 1- Password must be 6 characters at least.
2- Password must not be one of the last FIVE (5) passwords you set.

New Password :

Password Confirmation :

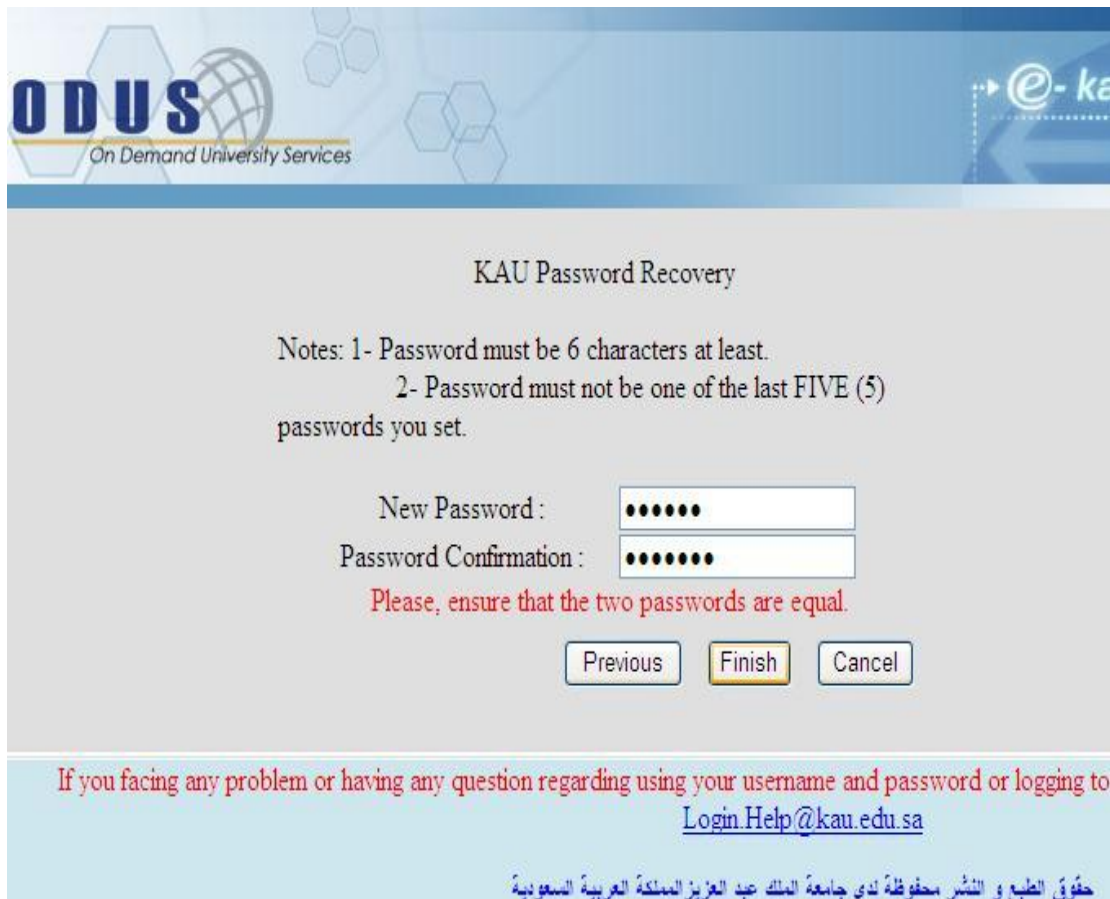
If you facing any problem or having any question regarding using your username and password or logging to Login.Help@kau.edu.sa

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It would be good to follow the General rules for creating strong passwords like creating passwords that contains characters, digits, and symbols like the following: (# \$ &), also passwords that are not exist in the dictionary (non-lexicon-words) are difficult to guess, even longer passwords are more difficult to break.

After you type your password in the first field, and then type it again in the confirmation field, press the “Finish” button, if the word written in the first field does not match the word written in the second field, the system will alert you and show the following error message:

"Please, ensure that the two passwords are equal", as in the picture:



ODUS On Demand University Services

e-ka

KAU Password Recovery

Notes: 1- Password must be 6 characters at least.
2- Password must not be one of the last FIVE (5) passwords you set.

New Password :

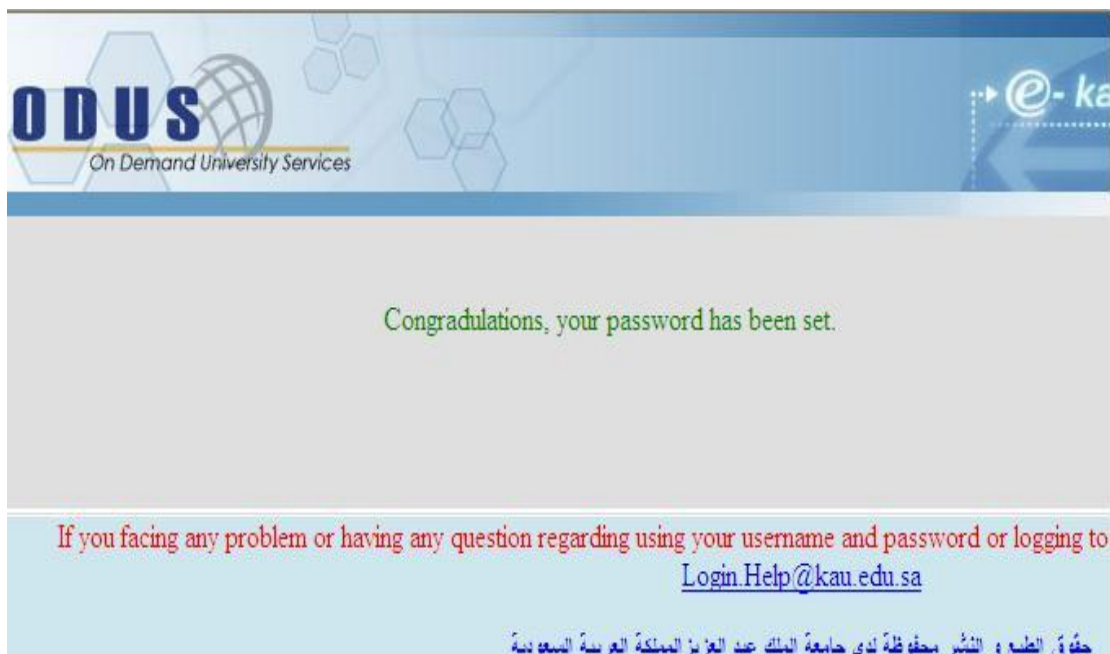
Password Confirmation :

Please, ensure that the two passwords are equal.

If you facing any problem or having any question regarding using your username and password or logging to Login.Help@kau.edu.sa

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If the word written in the first field is identical to the word written in the second field, the system will create your password and tell you that you have successfully updated your password, as in the following picture:



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e-ka

Congradulations, your password has been set.

If you facing any problem or having any question regarding using your username and password or logging to Login.Help@kau.edu.sa

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Thus you have created your password yourself using the reminder question in the "Password Recovery System.

And from now on, you can at any time login to your profile page in the:

Personal Information Update System

[HTTP://LOGIN.KAU.EDU.SA](http://login.kau.edu.sa)

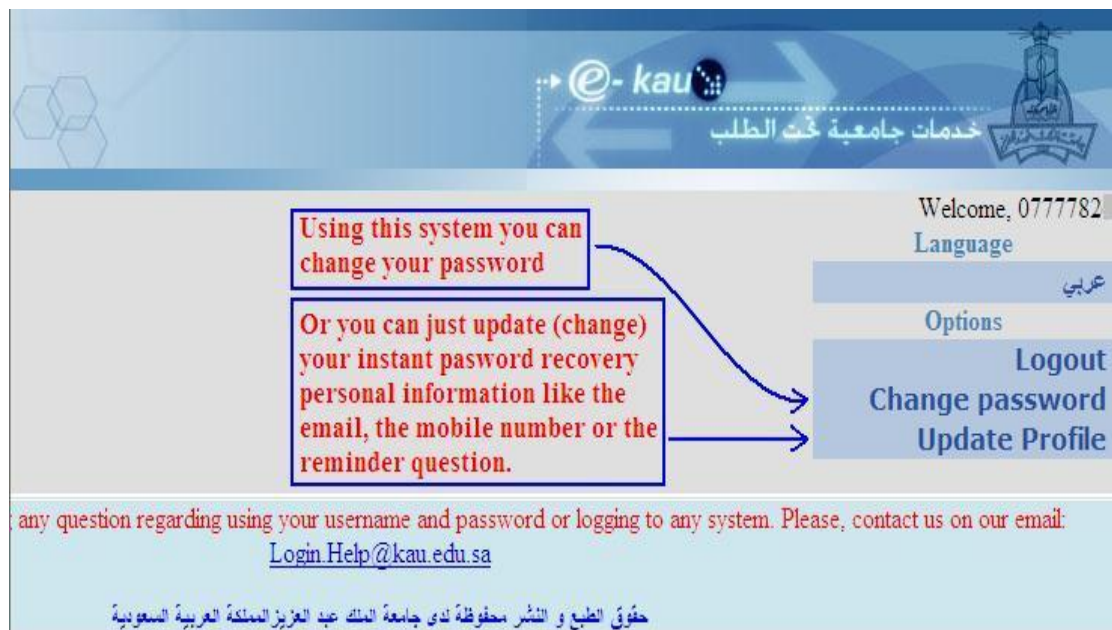
And this information is primarily the personal data needed for online password retrieval, and the Personal Information Update System can be reached by navigating to the following URL:

[HTTP://LOGIN.KAU.EDU.SA](http://login.kau.edu.sa)



The screenshot shows the login interface of King Abdulaziz University (KAU). At the top, there is a header with the KAU logo and the text "e-kau" and "خدمات جامعية تحت الطلب". Below the header, there is a login section with fields for "User Name:" and "Password:", a "Login" button, and a link for "Forget password?". To the right of the login section, there is a box with text in red and blue: "You can always reach the Personal information update system or (The Profile System) by navigating to the following URL: http://Login.kau.edu.sa". Further right, there is a "Language" dropdown menu set to "عربي" (Arabic), and links for "Login", "Password Recovery", and "Password Recover Manual". At the bottom, there is a footer with contact information: "any question regarding using your username and password or logging to any system. Please, contact us on our email: Login.Help@kau.edu.sa" and a copyright notice in Arabic: "حقوق الطبع و النشر محفوظة لدى جامعة الملك عبد العزيز المملكة العربية السعودية".

Through which you can change your password, or update your personal information, as in the picture:



To change your password click on the button entitled with "change password", the system will open you a page where you can change your password, as in the following picture:

The screenshot shows the "Change Your Password" page in the ODUS (On Demand University Services) system. The page has a header with the ODUS logo and the text "On Demand University Services". Below the header, there is a form with three input fields: "Current Password:", "New Password:", and "Confirm New Password:". Below the form, there are two notes: "Notes: 1- Password must be 6 characters at least." and "2- Password must not be one of the last FIVE (5) passwords you set." At the bottom of the form, there are two buttons: "cancel" and "Change password". At the bottom of the page, there is a footer with the text: "If you facing any problem or having any question regarding using your username and password or logging to any system. Please, contact us on our email: Login.Help@kau.edu.sa" and "حقوق الطبع والنشر محفوظة لدى جامعة الملك عبد العزيز المملكة العربية السعودية" (Copyright reserved by King Abdulaziz University, Kingdom of Saudi Arabia).

And if you want to update the “required data for password instant recovery”, simply press the button entitled with “Data Update”, the system will open you a page where you can change your reminder question & answer, alternate e-mail, and your mobile number, as in the following picture:

ODUS
On Demand University Services

e-kau
الكلب

Change The reminder Question and Answer, Mobile and alternative email

Instant password recovery information "Update Page"

Reminder Question :

Reminder Answer :

Alternative Email :

Mobile :

If you facing any problem or having any question regarding using your username and password or logging to any system
Login.Help@kau.edu.sa

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After this data is updated you'll simply and easily retrieve lost password at any time and from anywhere without having to contact or to attend to the University.

With sincere wishes for success
from the Support Team