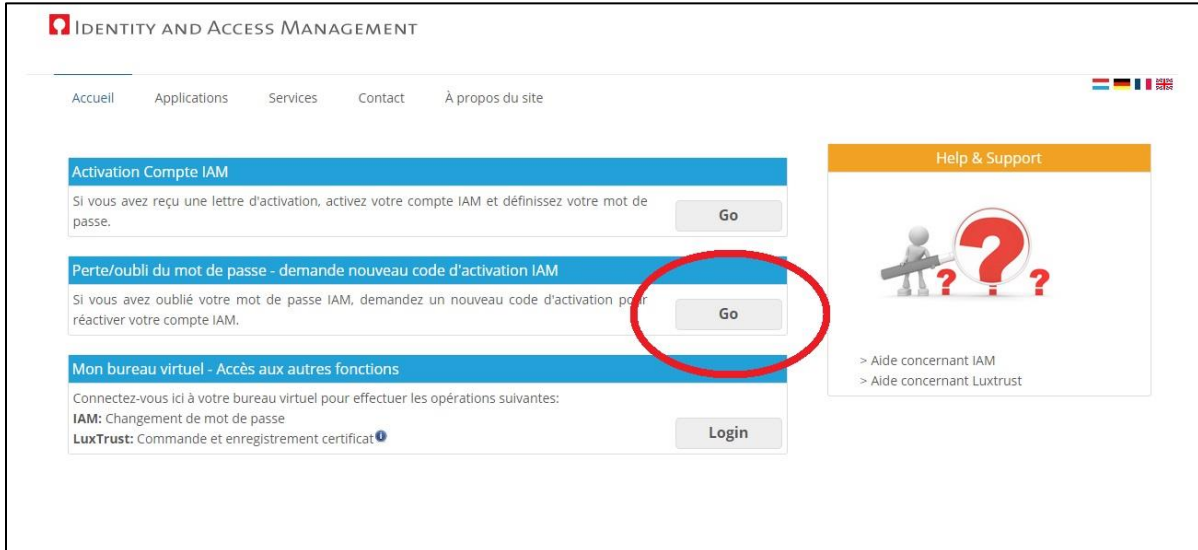


I forgot my password. What do I do?

You can request a new password for WebUntis and Office 365 on the website iam.education.lu. Klick on the **Go**-Button under the menu option *Perte/Oubli de mot de passe*.



The screenshot shows the 'IDENTITY AND ACCESS MANAGEMENT' website. The navigation bar includes 'Accueil', 'Applications', 'Services', 'Contact', and 'À propos du site'. On the left, there are three main sections: 'Activation Compte IAM', 'Perte/oubli du mot de passe - demande nouveau code d'activation IAM', and 'Mon bureau virtuel - Accès aux autres fonctions'. The 'Perte/oubli du mot de passe' section has a 'Go' button circled in red. On the right, there is a 'Help & Support' section with a question mark icon and links to 'Aide concernant IAM' and 'Aide concernant Luxtrust'.

Enter your social security number (matricule) and chose postal shipping (**Courrier postal**). Then click on **Envoyer**.

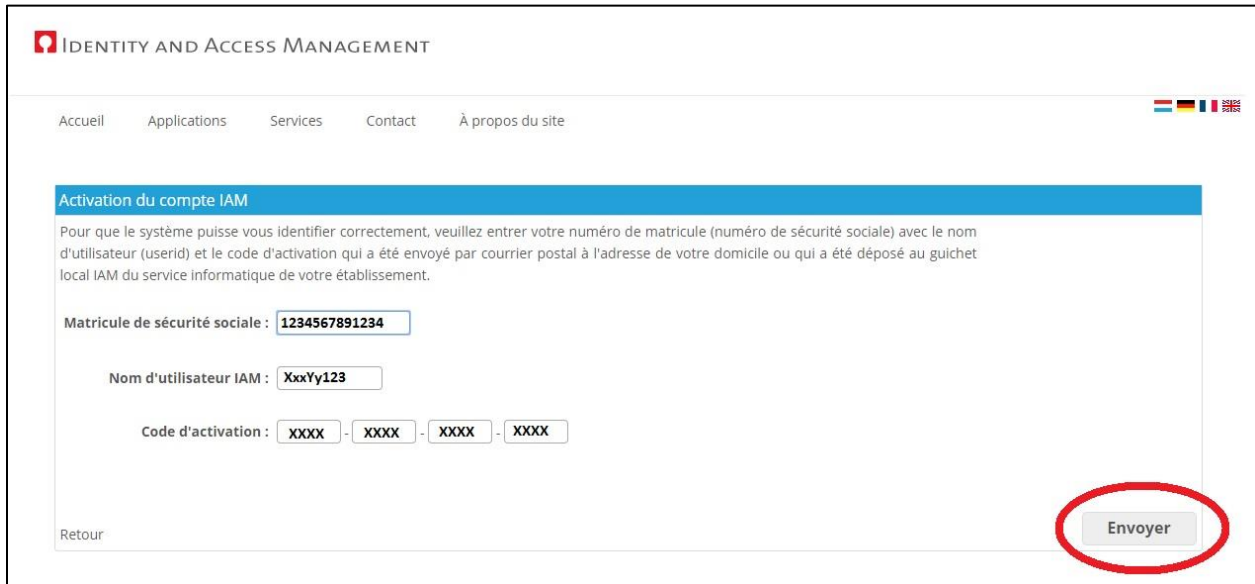


The screenshot shows the 'Demande d'un nouveau code d'activation' page. It contains a text input field for 'Matricule de sécurité sociale' with the value '1234567891234'. Below this, there is a section for 'Sélectionnez votre préférence pour la délivrance du code d'activation' with two radio buttons: 'Courrier postal' (selected and circled in red) and 'Guichet local'. At the bottom right, there is an 'Envoyer' button circled in red. A 'Retour' link is visible at the bottom left.

You should receive a letter with further instructions within 2-3 days.

How do I activate my new password?

To set up a new password you can visit the website iam.education.lu and click on the **Go**-button under the menu option *Activation Compte IAM*.



The screenshot shows the 'Activation du compte IAM' page. At the top, there is a header with the logo and text 'IDENTITY AND ACCESS MANAGEMENT'. Below this is a navigation bar with links: 'Accueil', 'Applications', 'Services', 'Contact', and 'À propos du site'. On the right side of the navigation bar, there are flags for Luxembourg, Germany, and the UK. The main content area has a blue header with the title 'Activation du compte IAM'. Below the title, there is a paragraph of text: 'Pour que le système puisse vous identifier correctement, veuillez entrer votre numéro de matricule (numéro de sécurité sociale) avec le nom d'utilisateur (userid) et le code d'activation qui a été envoyé par courrier postal à l'adresse de votre domicile ou qui a été déposé au guichet local IAM du service informatique de votre établissement.' Below this text, there are three input fields: 'Matricule de sécurité sociale : 1234567891234', 'Nom d'utilisateur IAM : XxxYy123', and 'Code d'activation : XXXX - XXXX - XXXX - XXXX'. At the bottom left, there is a 'Retour' link. At the bottom right, there is a grey button labeled 'Envoyer', which is circled in red.

Here you can enter your social security number (matricule), your IAM (e.g. XxxYy123) and the code indicated in the letter you received.

On the next page you can enter a new password. Please take note of the requirements that your password must fulfill. These are listed on the bottom of the page.