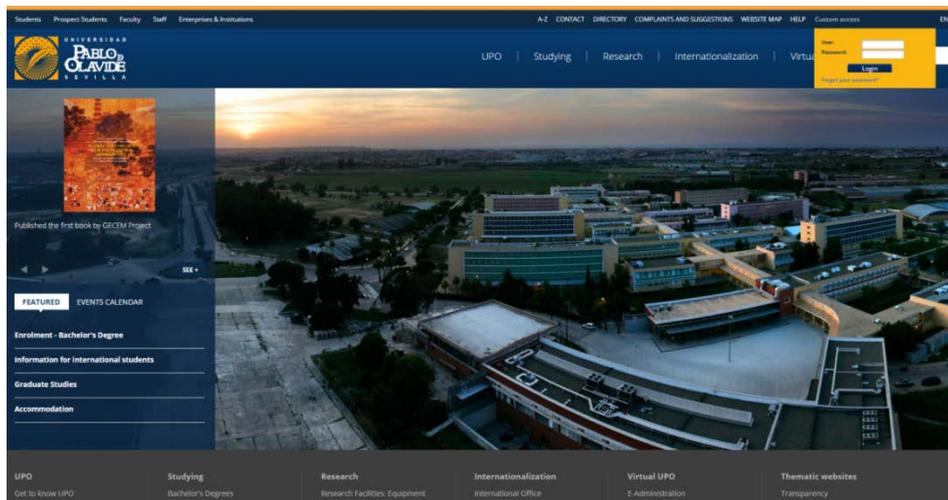
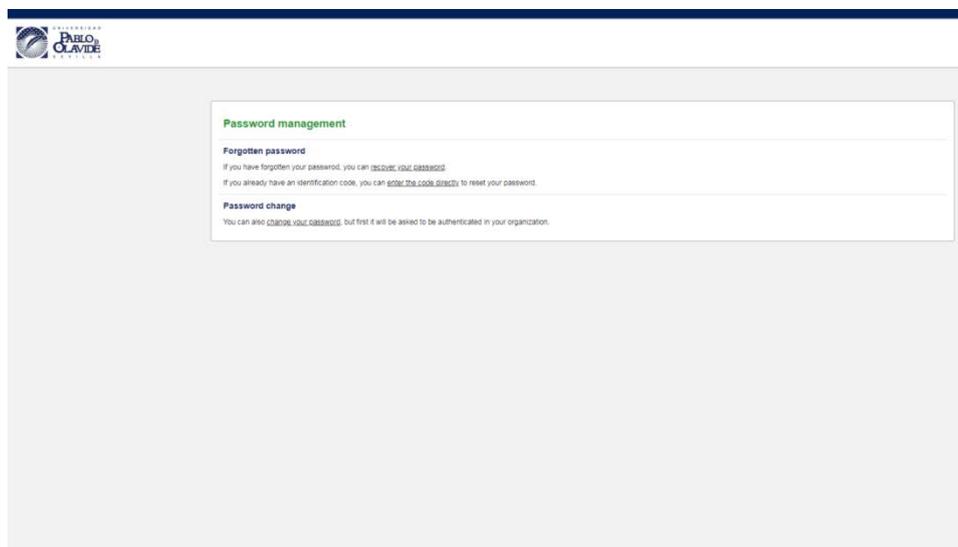


It is very important that you use the same email address that we received from you for the application process and also the username that you have received from Mentxu Zalla (intl@upo.es)

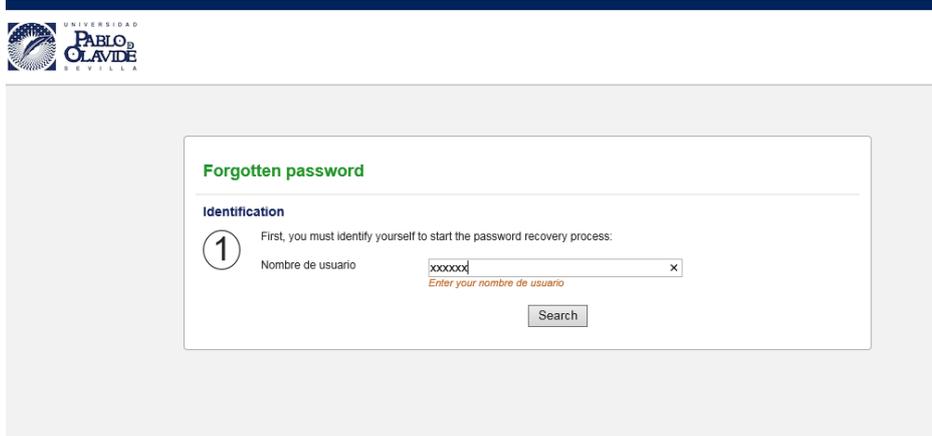
1. Open the general UPO website (www.upo.es) and in the upper righthand corner, click on EN if you want to have the page appear in English. Click on “Custom Access” (in English) or “Acceso Personalizado” (if in the Spanish version). Then click on “Forgot your Password?” Use the top right hand corner to change the language to English if it suddenly switches back to Spanish.



2. In the next window, click on “Recover your password/recuperar su contraseña”

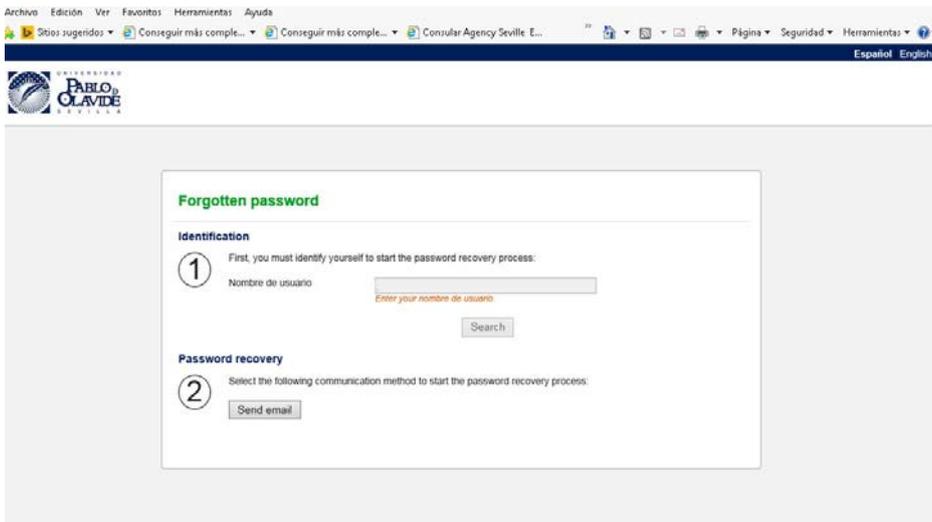


3. Introduce the user name that appears on the first page of this document and click on “search”.

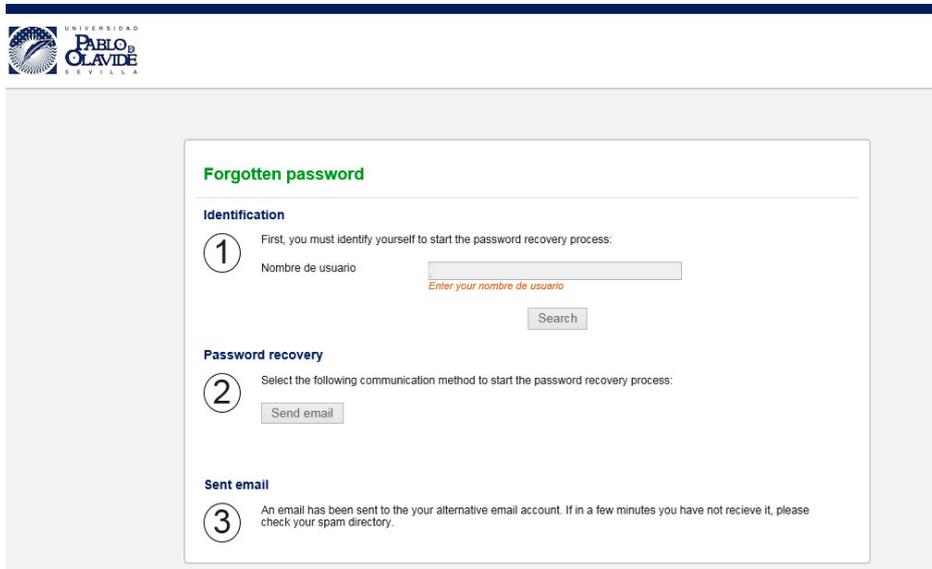


The screenshot shows the 'Forgotten password' page with the 'Identification' section. A circled '1' indicates the first step: 'First, you must identify yourself to start the password recovery process:'. Below this, there is a text input field for 'Nombre de usuario' containing 'xxxxxxx' and a 'Search' button. A red prompt below the field says 'Enter your nombre de usuario'.

4. Introduce your user name again and in number 2 (password recovery) click on “send email”. You will see a number 3 appear in which a message appears confirming that you have been sent an email.

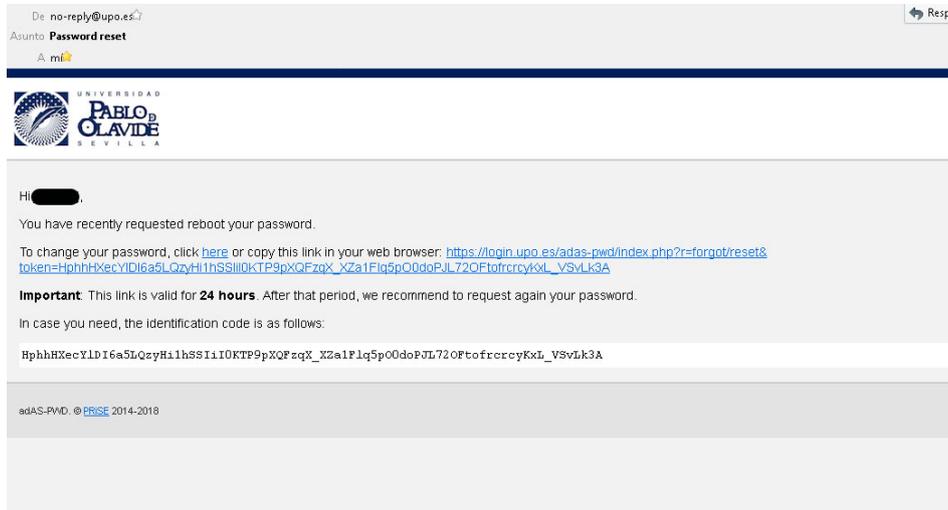


The screenshot shows the 'Forgotten password' page with the 'Password recovery' section. A circled '2' indicates the second step: 'Select the following communication method to start the password recovery process:'. Below this, there is a 'Send email' button. The 'Identification' section from the previous step is still visible above.



The screenshot shows the 'Forgotten password' page with the 'Sent email' section. A circled '3' indicates the third step: 'An email has been sent to your alternative email account. If in a few minutes you have not receive it, please check your spam directory.' The 'Identification' and 'Password recovery' sections are still visible above.

5. You will receive an email like the one that appears below. Click on the link.



6. The link will take you to a screen with a temporary password. You need to click on the “copiar contraseña / copy password” button. Then click on “cambiarla ya/change it now”.



7. On the following screen, paste the temporary password and introduce the new one you wish to use. Click on “confirmar” and you will see the following screen confirming that your password has been changed.

