



ICTO



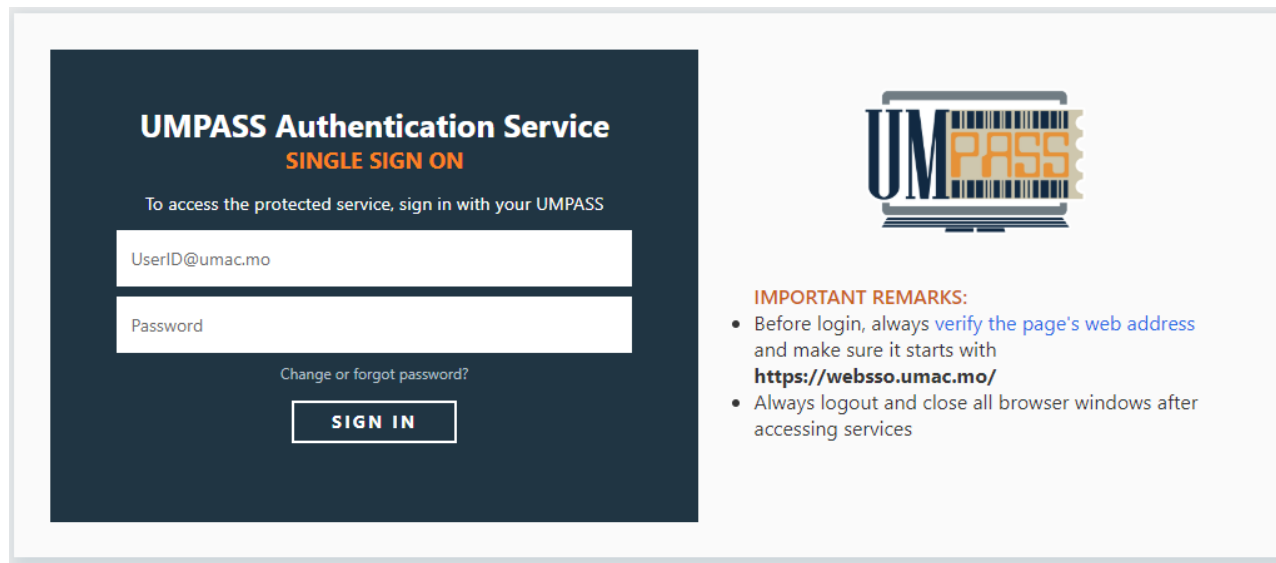
User ID & Password

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The User ID of a student is formed by 7 digits of his/her student ID without the hyphen and last digit

Example: **Student Number: B-C0-1234-5**

User ID: bc01234

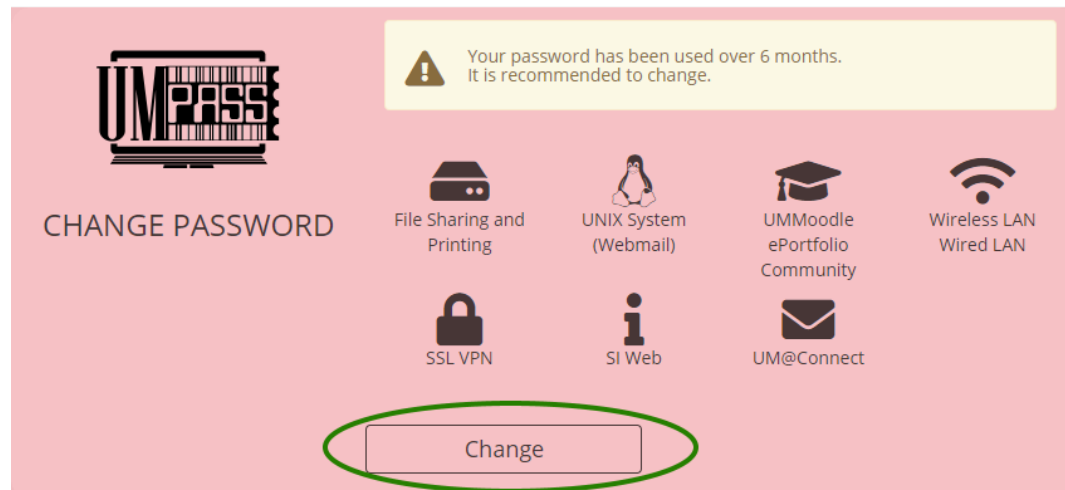
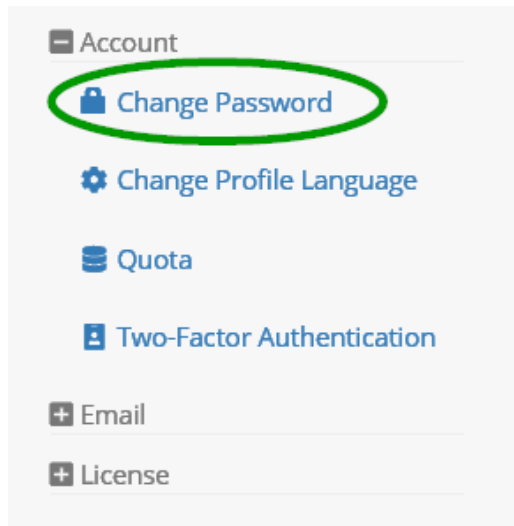


The screenshot shows the UMPASS Authentication Service login interface. On the left, a dark blue box contains the title "UMPASS Authentication Service" and "SINGLE SIGN ON". Below this, it says "To access the protected service, sign in with your UMPASS". There are two input fields: "UserID@umac.mo" and "Password". A link "Change or forgot password?" is below the password field. A "SIGN IN" button is at the bottom. On the right, there is a logo for UMPASS and a section titled "IMPORTANT REMARKS:" with two bullet points: "Before login, always verify the page's web address and make sure it starts with [https://websso.umac.mo/](\"https://websso.umac.mo/\")" and "Always logout and close all browser windows after accessing services".

Change Password

Students can change the password via the ICTO Account Information Webpage at <https://account.icto.um.edu.mo>

1. Select 「Change Password」 under 「Account」
2. Click the 「Change」 to change the password



Account Recovery

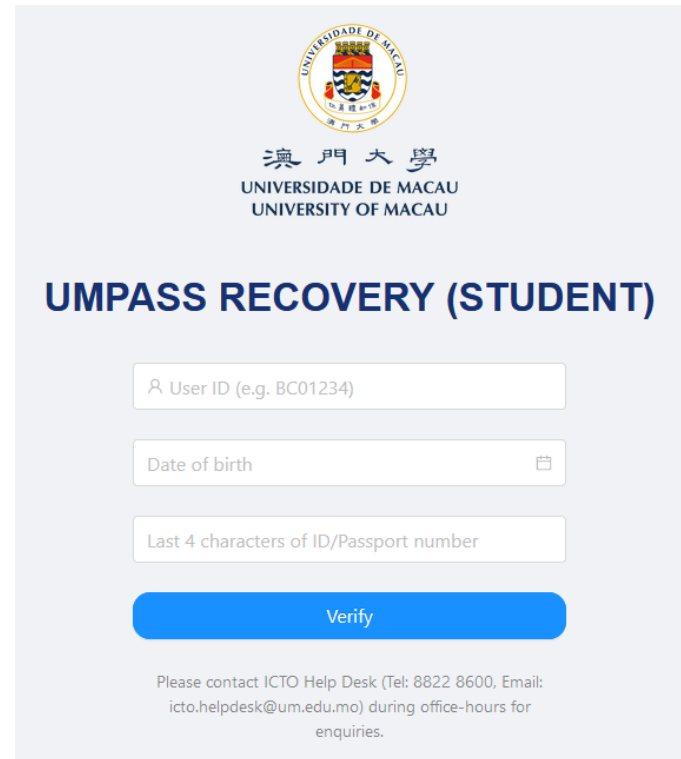
Students can unlock account and reset **UMPASS** password at <https://recovery.account.icto.um.edu.mo>

Input below information:

- User ID (7 digits)
- Date of birth (DD-MM-YYYY)
- Last 4 characters of ID/Passport number

Recovery via:

- Registered secondary e-mail
- Registered Macau mobile number



The screenshot shows the 'UMPASS RECOVERY (STUDENT)' form. At the top is the University of Macau logo and name in Chinese, Portuguese, and English. The form title is 'UMPASS RECOVERY (STUDENT)'. It contains three input fields: 'User ID (e.g. BC01234)', 'Date of birth', and 'Last 4 characters of ID/Passport number'. Below these is a blue 'Verify' button. At the bottom, there is contact information for the ICTO Help Desk: 'Please contact ICTO Help Desk (Tel: 8822 8600, Email: icto.helpdesk@um.edu.mo) during office-hours for enquiries.'