The procedure you have to follow to recover your password depends on the type of username you have: n.surname or idxxxxxx (where xxxxxx is a number).

1) The username n.surname is given to candidates who have never attended courses at Verona University when they register for the first time at registration section available at www.univr.it/applicationphd (Esse3) and it has to be used to fill in the PhD application form to participate in the competition.

2) The username idxxxxxx is reserved to students or former students of Verona University. With this username it is possible to access directly to the login section www.univr.it/applicationphd without filling in the registration form.
Starting from the Home-page [www.univr.it/applicationphd](http://www.univr.it/applicationphd), please select the item «Password dimenticata» from the menu on the left. Insert your Fiscal Code and click on «Invia mail». A message with username and password will be sent to the e-mail address the user has indicated during the registration phase.

If your fiscal code is correct and corresponds to an account n.surname, an e-mail will be sent to your e-mail address and a notification message will appear.

The e-mail will report the username and password you have to use in order to enter in ESSE3 and fill in the Application Form.
Users with access credentials in the form idxxxxx (where xxxxxx is a number) have to connect to https://gia.univr.it/idm/user/anonlogin.jsp (GIA)

From this web page users can:

- Recover their password if they know their username;
- Recover their username and password entering the personal e-mail address already provided during their first registration with GIA
Users with idxxxxx access credentials: how to recover your password

If you know your username

Enter your username and click on “SALVA”. It appears the following web page:

Click on “password dimenticata via e-mail privata” to proceed

Richiesta di (re)inizializzazione credenziali elettroniche di Ateneo

Please take note of your temporary password and click on «Conferma» to proceed

Attention: the temporary password doesn’t still allow entering in ESSE3 to fill in the Application Form
users with idxxxxx access credentials: how to recover your password

If you know your username

On the personal e-mail address (not @studenti.univr.it but the private one) users will receive a summary message where a link will be reported.
Please, click this link or copy/paste it in a new browser window.

Self service change password 76091 per l'utente

GIAAdmin@univr.it

L'utente ha attivato la procedura self-service di cambiamento password.
Id Operazione: yJJSYflkWJ0f5NfliiT6miVMuaLo

Per ottenere l'approvazione della nuova password accedere alla pagina web (cliccando sul link evidenziato o copiando e incollando l'URL nel browser preferito):

https://gia.univr.it/idm/user/anonProcessLaunchSelfChgPasswd.jsp?

La nuova password sarà utilizzabile solo dopo la ricezione dell'email di conferma dell'avvenuto cambio password.

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users with idxxxxx access credentials: how to recover your password

If you know your username

On the web page that appears, the user will have to click on «Avanti» to confirm your data and then click on «Fine» to proceed with the recovery password procedure.

At this point a new e-mail will be sent to the user’s personal e-mail address to inform that now the temporary password allows entering the GIA Profile manager.

Attention: the reception of this second e-mail can take some hours. If after three hours you haven’t still received any e-mail, you have to repeat the entire procedure of password recovery.
users with idxxxxx access credentials: how to recover your password

If you know your username

Please, connect to https://gia.univr.it/idm/user/login.jsp (GIA profile manager) and enter your username (idxxxxxx) and the temporary password previously assigned by the system.

Once entered, click on «Cambia password»
users with idxxxxx access credentials: how to recover your password
If you know your username

Please, enter a new password, following these rules:
- Max length 32
- Min length 8
- Min lowercase char 1
- Min uppercase char 1
- Min numerical char 1
- Min special char 1 (!@?...)

reported on the right and confirm clicking on: «Cambia password».
After that, go to Esse3 web page [www.univr.it/applicationphd](http://www.univr.it/applicationphd) and enter using the credentials just defined.
users with idxxxxx access credentials: how to recover your password
If you don’t know your username

If you don’t remember your username you can recover it following the instructions reported below:
First of all, please connect to the web page https://gia.univr.it/idm/user/anonlogin.jsp and select the item «Account dimenticato via email»

Enter the personal e-mail address you provided at the time of your first registration in the Verona University GIA Profile manager and click on «Avanti».

Attention: if the e-mail address doesn’t match an error message will appear.
users with idxxxx access credentials: how to recover your password
If you don’t know your username

If the e-mail address is correct the following web page will appear. Click on «Fine» to obtain your AccountID via mail

In the e-mail will be reported the username by which you can proceed with the password recovery described in the previews pages.
In case you didn’t entered a personal e-mail address in the GIA Profile Manager or you are not able to recover the e-mail address defined, you can contact the Department technicians or directly the PhD office.

You will have to fill in the FORM available in the following page or at www.univr.it/dottorati and send it, with a valid identity document, to the following e-mail address: phd.support@ateneo.univr.it