

# New Account Setup

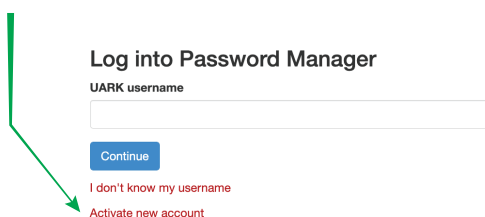
Welcome to the University of Arkansas! Before getting started, make sure you have:

- Your 9-digit University ID found on your admissions packet or from your department's HR representative
- Access to your phone for setting up multi-factor authentication

## Step 1: Activate Your Account

1. Go to [password.uark.edu](https://password.uark.edu) and click the "Activate New Account" button.

2. Click the "Activate new account" link.



3. Enter your 9-digit University ID number.

4. Create a password. If you get an error, click the Back button on your browser and try a more unique password.

5. Once your password has been created:

- You will be returned to the Change Password screen.
- Make note of your password and your UARK username.
- Your email address is your username **@uark.edu**.
- **Your account is activated now.**

## Step 2: Set Up Multi-Factor Authentication

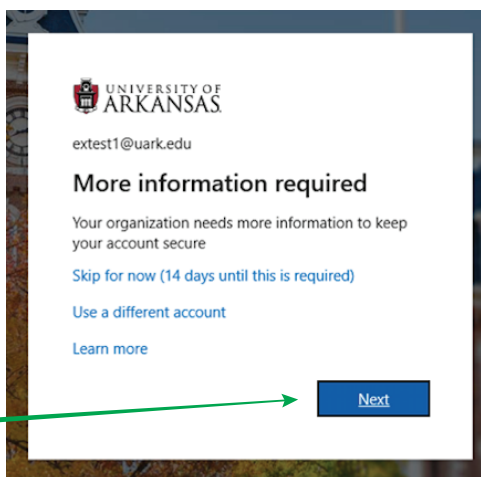
BEFORE you can access any online services like email, Blackboard, UAConnect or campus Wi-Fi networks, you must set up multi-factor authentication.

1. Go to [outlook.uark.edu](https://outlook.uark.edu) on a computer. Have your mobile device handy.

2. Log in with your **@uark.edu** email address and your password.

**Note:** If you don't remember your password, contact the IT Help Desk for a password reset.

3. You will be asked to provide more information. Click Next.



### Password Requirements

Passwords must be 8-16 characters, including at least one uppercase and lowercase letter, number, or special character.

Do not use:

- Personal data like your name, date of birth, phone number or address
- Any reference to the university, like *Razorback, Go Hogs, Woo Pig, UOFA*
- Common terms like "password," pet names, celebrity names, towns

Visit [security.uark.edu](https://security.uark.edu) for password tips.

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## Step 2: Set Up Multi-Factor Authentication *(Part 2)*

4. You will be prompted to set up the Microsoft Authenticator app (recommended).
5. Click "Download now." Open the app on your phone.  
**HEADS UP!** You are required to allow notifications and grant access to the device camera. If you skip these steps or answer "Don't allow," the setup process cannot be completed.
6. From the Authenticator app, tap Add Account. Select "Work or school account."
7. Enter your UARK account information.
8. On your computer, a QR code will appear. Point your phone camera at your computer screen where the code is displayed. The code will be scanned automatically.

*If you are unable to use the Authenticator app or phone methods, contact the IT Help Desk.*

### Text/Call Method


If you cannot install the app, click "I want to set up a different method" and select Phone.

1. Enter your mobile phone number or Google Voice number and choose Text or Call. Click Next.
  - Text message: Look for a message that says "Use this code for Microsoft verification." Enter the 6-digit code into the setup screen on your computer.
  - Phone call: Answer the recorded call from 479-575-2905 and press # to verify.
2. Once you have added your phone as your primary authentication you will again see the screen saying more information is required.
3. Select "I want to set up a different method," and select email for your secondary authentication method. Use a personal non-UARK email address.

***Your setup is complete!***  
Get the most from your UARK account.

**[tech.uark.edu](http://tech.uark.edu)**

### Contact the IT Help Desk

 479-575-2905

 [help@uark.edu](mailto:help@uark.edu)

 [help.uark.edu](http://help.uark.edu)

