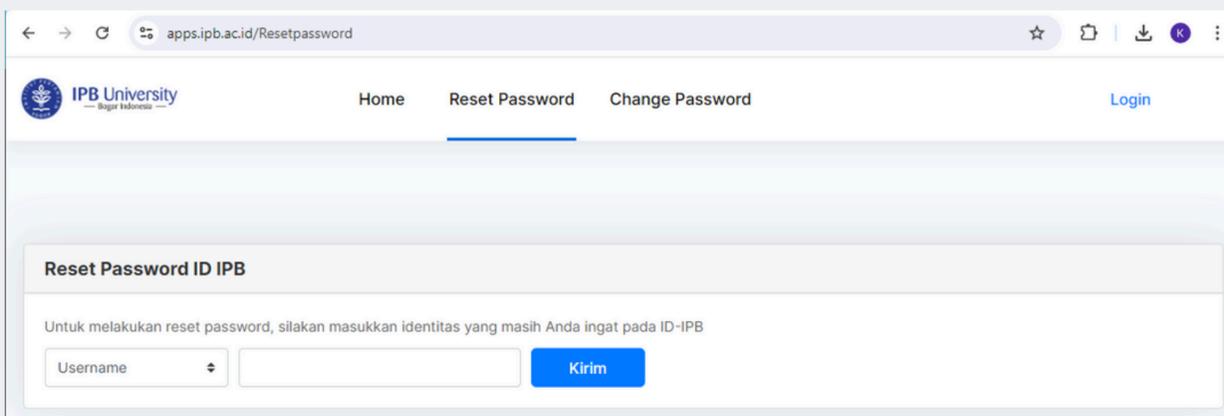


Alternate Email Registration and Update Guidelines

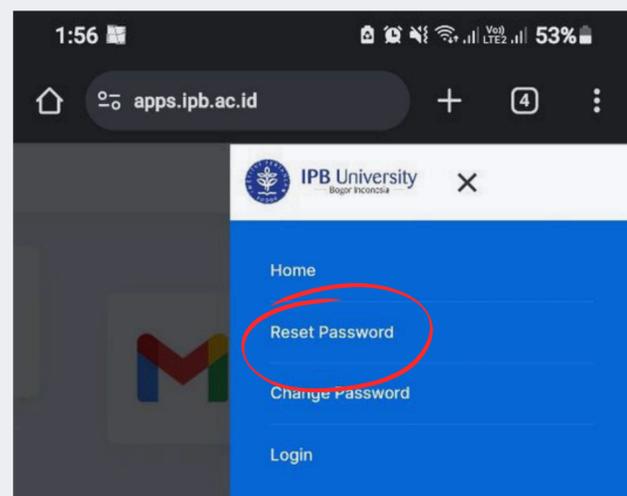
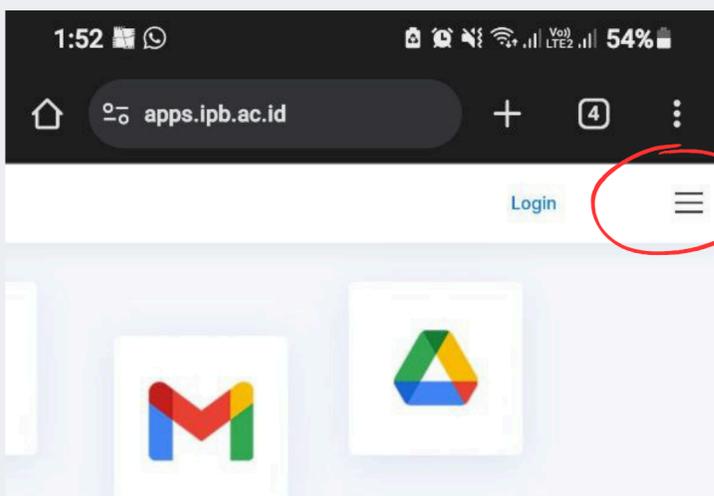
Personal Accounts (Lectures, Administrative Staff, Students, and Alumni)

✓ For personal accounts **without an alternate email**

- Please access <https://apps.ipb.ac.id/>, then click the **Reset Password** menu.



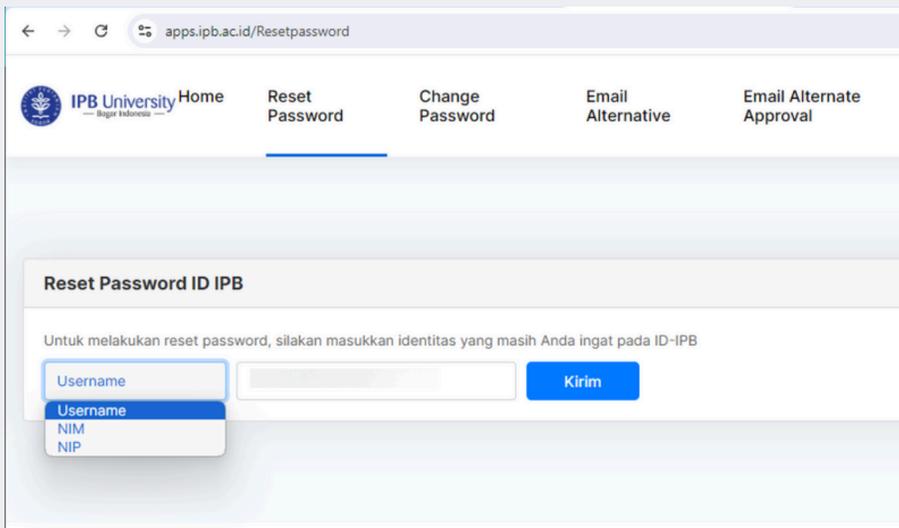
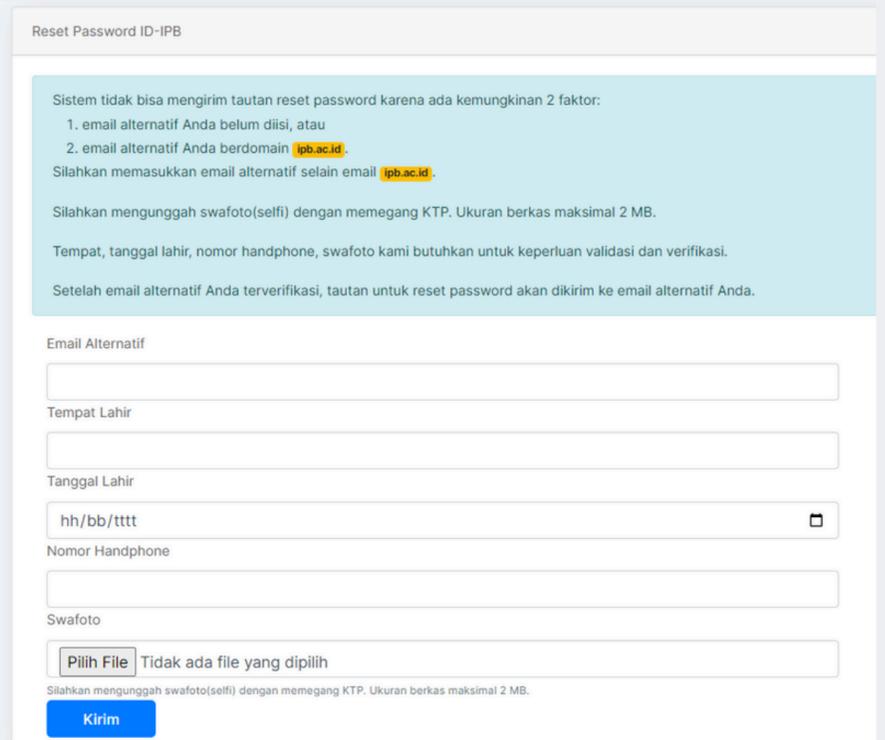
PC/Laptop
Screen Display



- For mobile phones, **tap the three-line menu** in the top-right corner, then select the **Reset Password** menu.

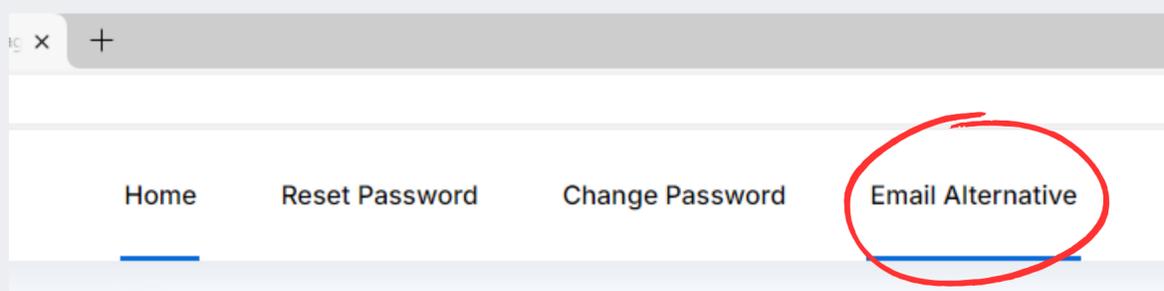
- Please enter **any ID** (Username, Student ID Number/NIM, or Employee ID Number/NIP—**select one and fill it in**), then click Submit.

- The following is the form displayed for **filling in the alternative email address**:

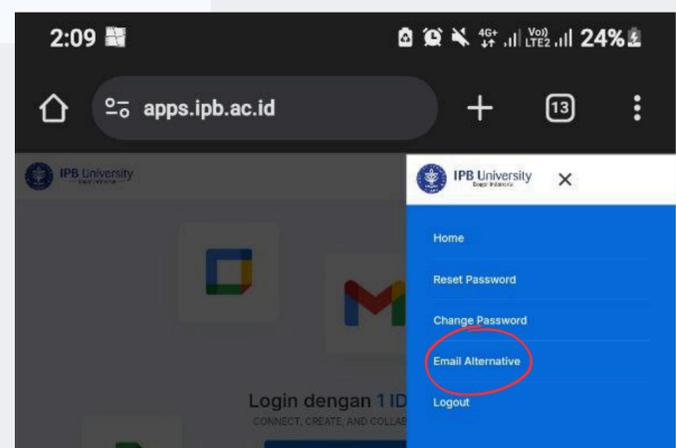
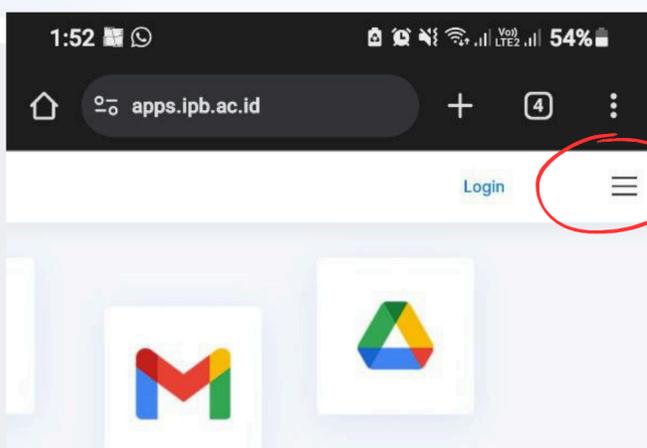



Updating an Existing Alternative Email Address

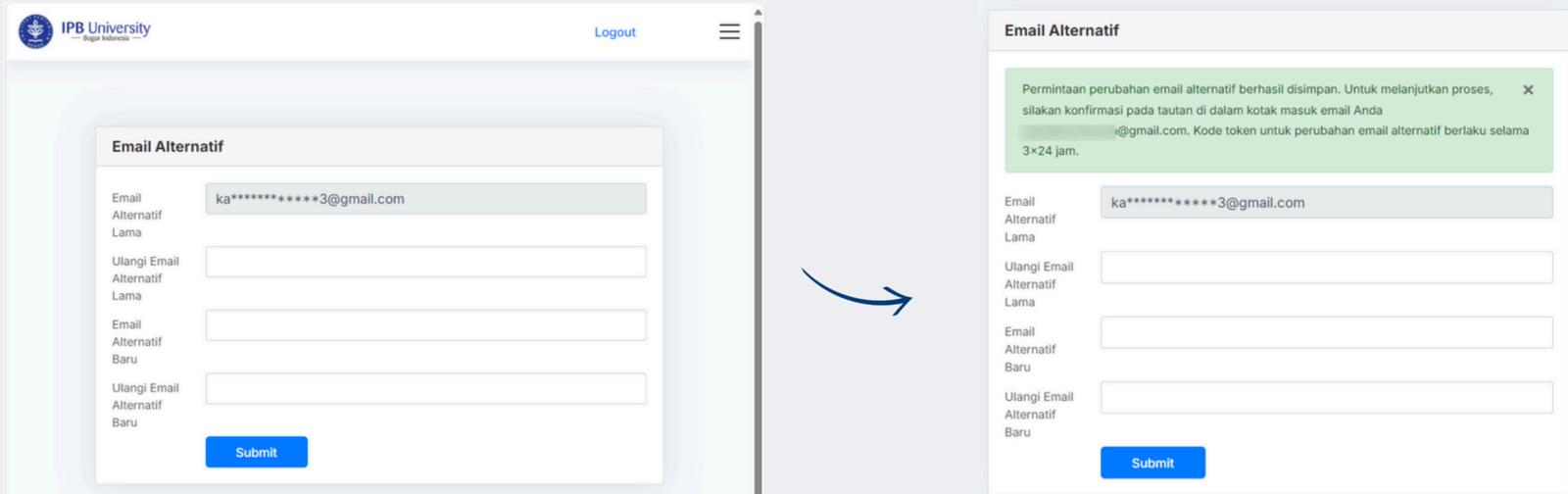
- Please visit <https://apps.ipb.ac.id/>, log in with your IPB account, and then click Alternative Email.



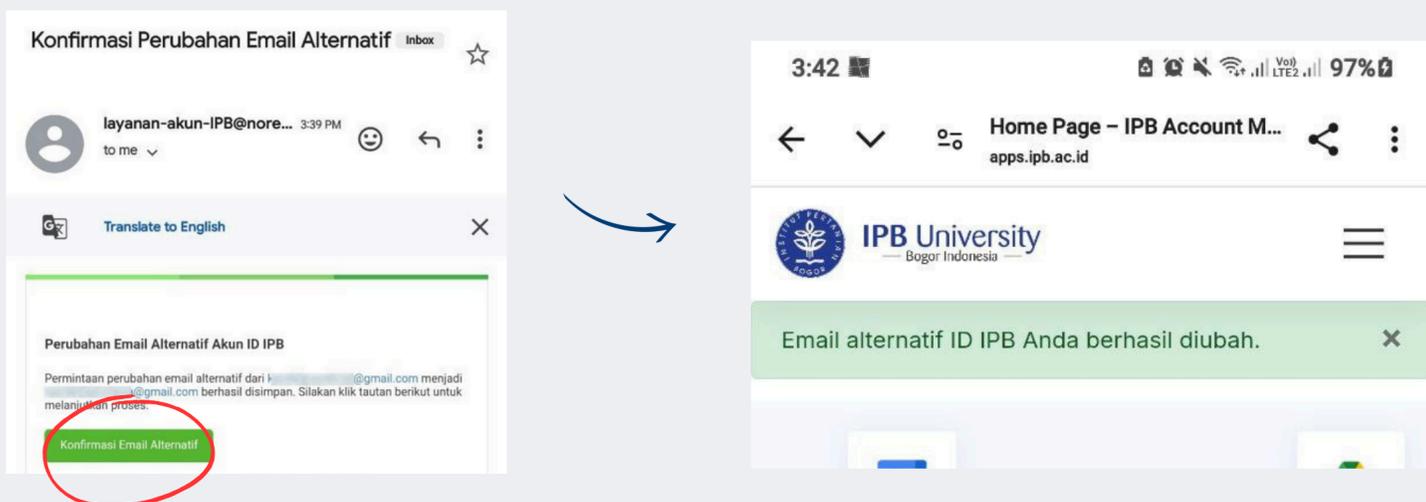
PC/Laptop
Screen Display



- For mobile phones, tap the **three-line menu in the top-right corner**, then select Alternative Email. Complete the required information and click Submit until the following information appears.



- Click **Confirm Alternative Email** in the email sent to your new address. The update is complete.





Updating an Existing Alternative Email Address (No Password Required)

- **Create an account** by following the instructions available at <https://ipb.link/loginhc-tanpaakunipb>
- After signing in to <https://helpcenter.ipb.ac.id>, submit a request to change your Alternative Email under the topic Email and ID IPB. Please provide the reason for the change and attach supporting documents if required.
- After the currently registered alternative email has been deleted, you may reset your password and register a new alternative email at <https://apps.ipb.ac.id/resetpassword>.
- Follow the same steps as outlined on Page 1.

Organizational Unit Accounts

- Submit a request to change your Alternative Email via <https://helpcenter.ipb.ac.id> under the topic Email and ID IPB. Clearly explain the reason for the change and, if necessary, attach supporting documentation.
- **Alternatively**, you may contact the following :
 -  Helpdesk ICT (+6287717395277)
- After the alternative email has been updated or added, please reset your password via <https://apps.ipb.ac.id/resetpassword>.
- The account will then be ready for use.