



Academie van Bouwkunst
Amsterdamse Hogeschool voor de Kunsten

Login with new AHK account

(further below you find info about login with existing AHK account)

First of all, it is important to **activate your AHK account** in order to use all of the applications, sites and files within the AHK environment. Therefore you have received an **activation email** from helpdesk@ahk.nl with the subject 'Activatie account'. This email is sent to your own (private) email address (this email might be in your SPAM).

The email explains exactly how to log in for the first time:
(in Dutch first)

Dear Viola,

Welcome to the Amsterdam University of the Arts! We have created an account for MyAHK for you.

Please activate your account by visiting the following address:

<https://password.ahk.nl/sspr/public/activate>

and entering the details:

- User name: **initail.last name**
- Activation code: **xxxxxxx**

After activating your account your personal AHK mailbox will be created with this email address:

first name.last name@ahk.nl

For more information about your account, visit our website www.ict.ahk.nl. If you encounter any problems with your account activation, please contact the IT helpdesk at helpdesk@ahk.nl or [020 527 7752](tel:0205277752)

With kind regards,

Amsterdam University of the Arts

This email was sent from an unmonitored mailbox.

Tip: it is important to save this e-mail! If you do not use your AHK-account often and you need to log in again after a while, you might need it to retrieve your username.

Did you NOT receive this email?

Check your SPAM. Wait one or two days. An active AHK account has been created for you, so if you have not received the mail after 2 days, you need to contact the Helpdesk of the AHK. Let them know that an AHK account has been created for you but that you haven't received the email. They will be happy to help you!

Did you receive the email but you still can not login?

Then please check the following things:

- Your email address is <first**name**>.<lastname>@ahk.nl
- Your username is <**initial**>.<lastname> (sometimes it's different, check your username in the very first activation email. This can sometimes cause confusion).
- If you really don't know, and you can not find the email, you can call the helpdesk. They can check everything and find it again.

Why does the AHK require everyone to use their AHK account?

This is for privacy and security reasons. With so much online teaching and sharing of information going on it has to be protected. With an AHK account you are protected, both in terms of privacy and security.

Login with existing AHK account

Did you log in earlier with your AHK account but now you can't? You have trouble logging in and you don't know the password?

- Then you can reset the password. Try to log in via MyAHK and click 'forgot password'. Please note that **your username is not your email address** but (usually) <first initial>.<last name>, (sometimes it is made into something else or a number is added, e.g. common surnames).
- To find out your exact username, it's best to look back at the original first activation email (search for sender `idm@ahk.nl` or search for Account Activation).
- If you don't know and can't find the email, it's best to call the Helpdesk. They can see for each account **if** and **when** it was activated and what the associated username is.

If all else fails, you can contact the helpdesk of the ICT department of the AHK. They can see more than others, and they're really happy to help! The contact details:

→ tel. 31-20 527 7752

→ helpdesk@ahk.nl