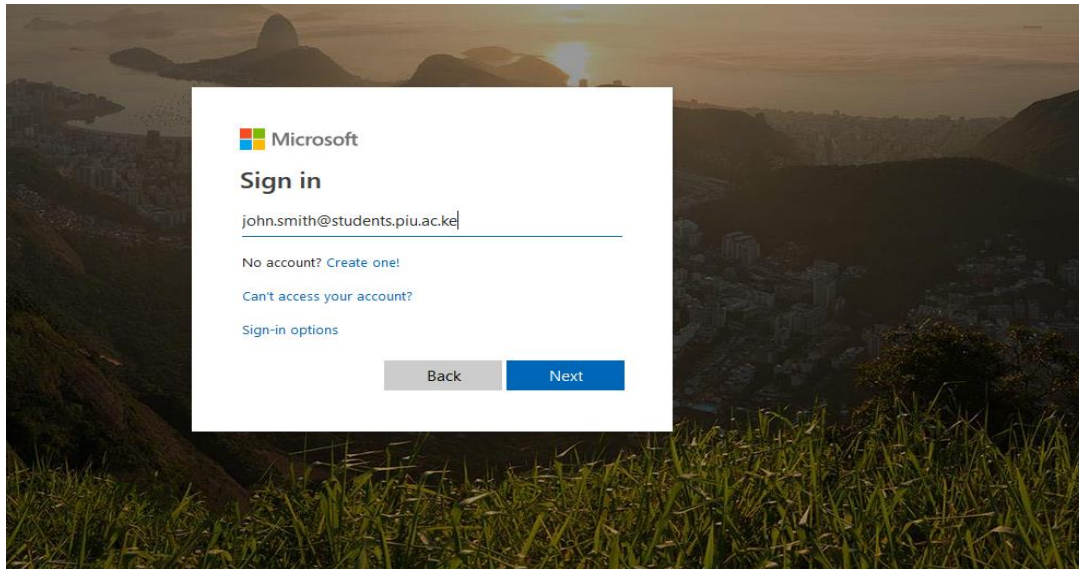


HOW TO RESET YOUR PASSWORD;

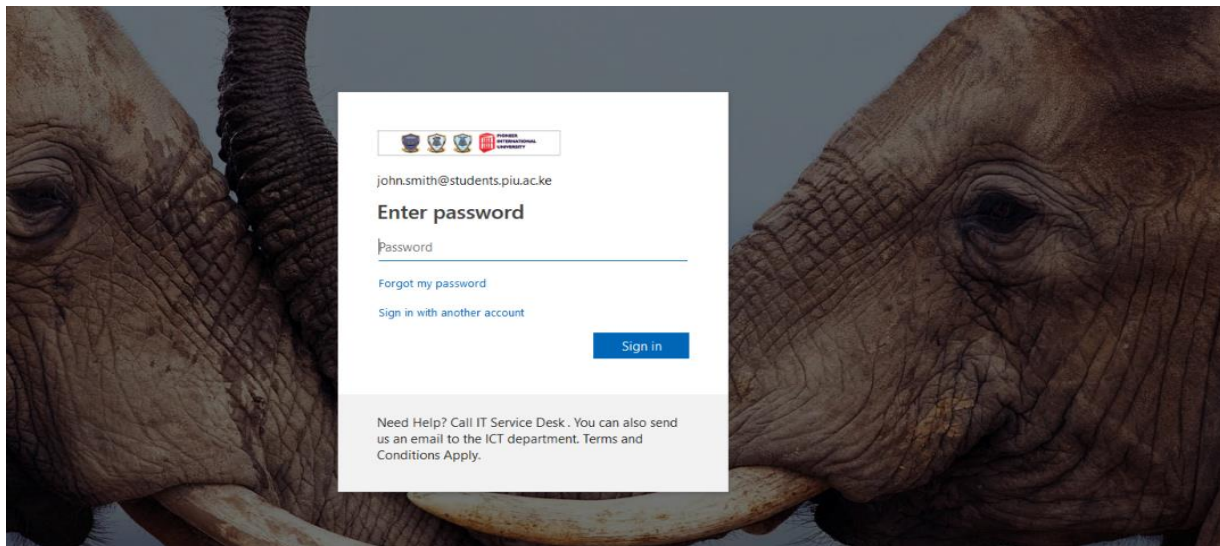
My Nine Steps:

Step 1: Enter your University email address as below;

Click on next.



Step 2: Click on forgot my password.



Step 3: Enter the characters given as below and click on next;



Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Next

Cancel

Step 4: Confirm your alternate email address as registered previously during the first time account login as below and click Email.



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

You will receive an email containing a verification code at your alternate email address (me*****@gmail.com).

Email

Step 5: You will receive a six-digit code on your mail box as below, key it in, then click on next.



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

We've sent an email message containing a verification code to you

Next

[Are you having a problem?](#)

[Cancel](#)

Step 6: Repeat the same process as step 5 by keying in your mobile number as below, then click on text.



Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****10) below. You will then receive a text message with a verification code which can be used to reset your password.

Text

[Cancel](#)

Step 7: Key in the six-code digit as provided, then click on next.



Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

Text my mobile phone

Call my mobile phone

We've sent you a text message containing a verification code to your phone.

Next

[Try again](#)

[Contact your administrator](#)

If you are unable to reset your password after retrying, please [contact Support](#) for assistance.

[Cancel](#)

Step 8: A new window will pop up as below, you will be required to Enter a new password and confirm the new password as below.

Password should be Alphanumeric with a special character to enhance on security (password should be at least 8 character strong.)

Click on finish to complete the password reset.



Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

strong

* Confirm new password:

Finish

Cancel

Step 9: once you get the below information, then password reset is successful, know you can login to your account with your new password.



Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).