



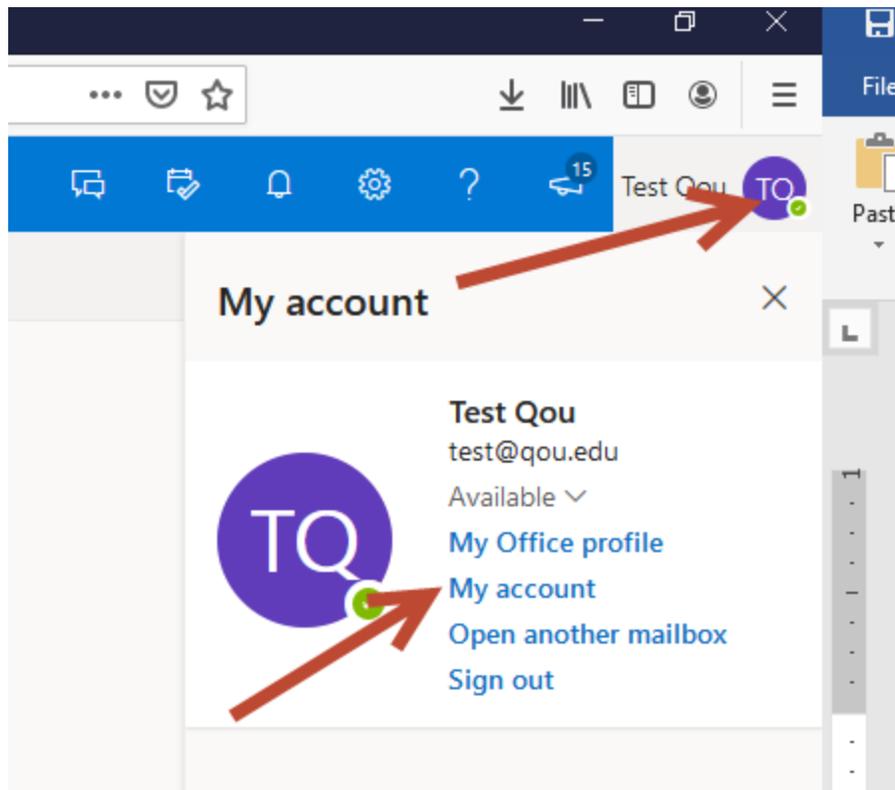
Alquds Open University

**Information and Technology Center
System and Infrastructure Engineering Section**

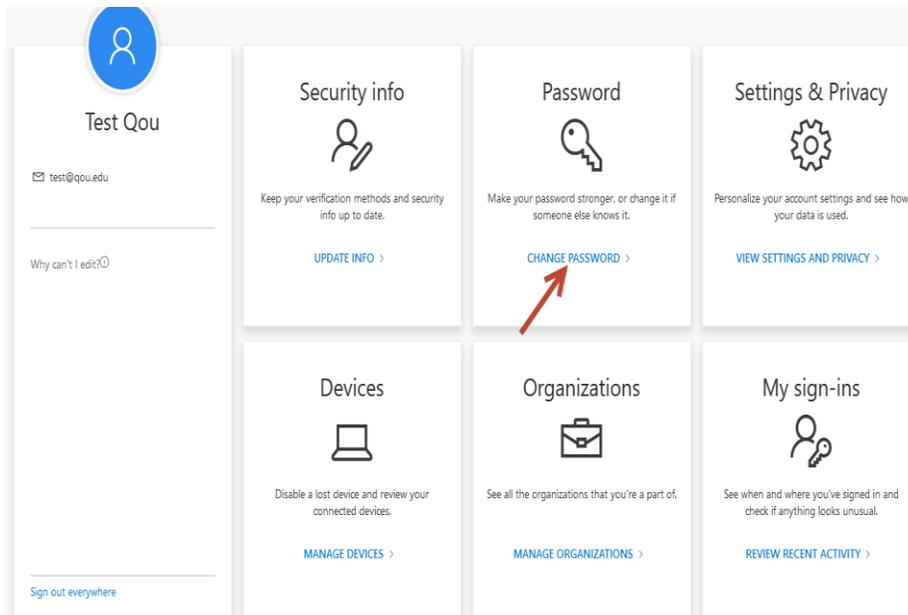
Change & Reset Password for Outlook Email

1. Change Password

1. Open “My Account. From menu tap “My account”.



2. From Options, Tap “Change Password”



3. Enter **old password** and **new password**.

Microsoft test@qou.edu | ?

change password

Strong password required. Enter 8-256 characters. Do not include common words or names. Combine uppercase letters, lowercase letters, numbers, and symbols.

User ID
test@qou.edu

Old password

Create new password

Confirm new password

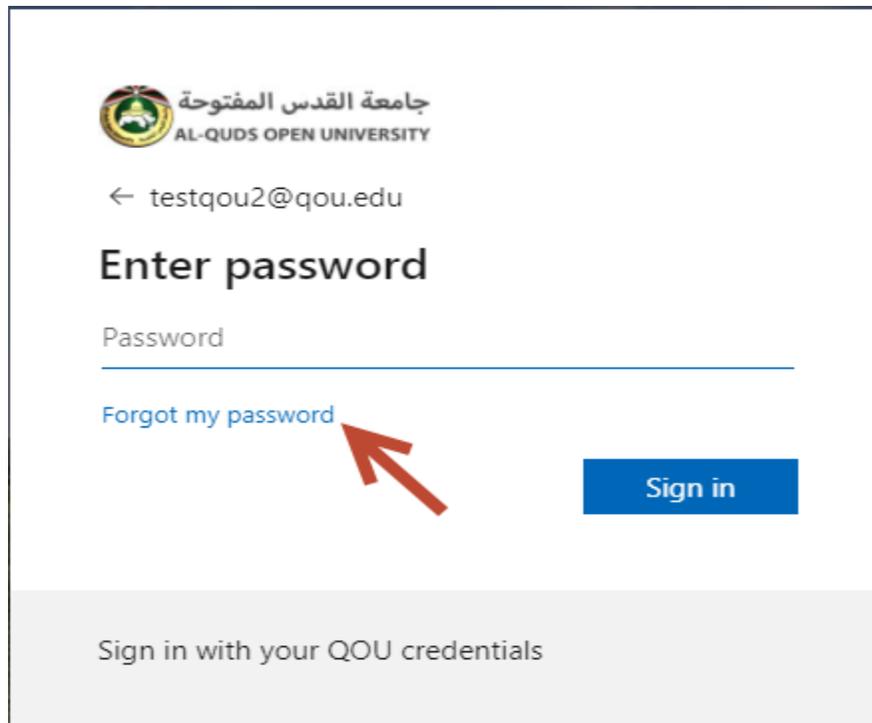
submit cancel

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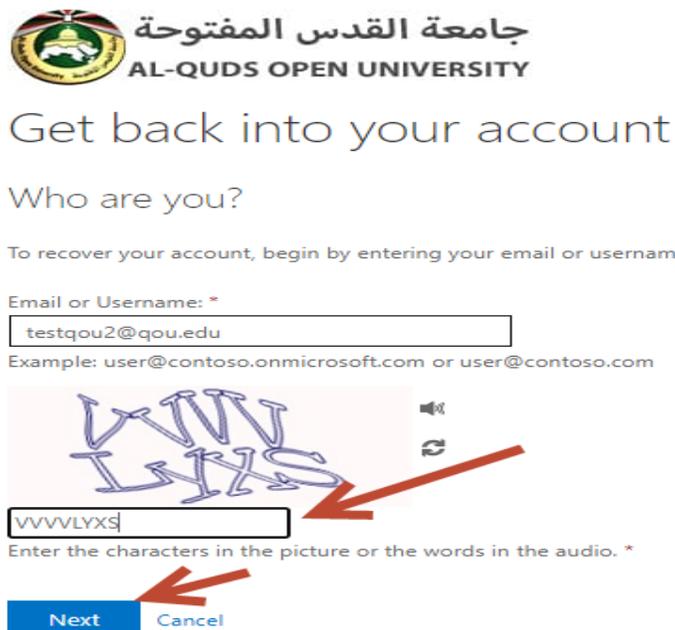
4. Tap “Submit”.

2. Reset Password

1. Open web: outlook.office365.com
2. Enter your email. Tap [Forget password](#).



3. Enter the [characters in the picture](#). Tap “Next”.



4. It will Redirect to verification step 1. Enter your **mobile number**. Tap “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:

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****90) below. You will then receive a text message with a verification code which can be used to reset your password.

0599_

Text

Cancel

5. Enter verification code that you received it on your mobile. Tap “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:

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

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

487899

Next

try again contact your administrator

Cancel

- You Will redirect to verification step 2. Enter code from your authenticator application. Tap 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:

- Approve a notification on my authenticator app
- Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

756942

Next

Cancel

- Enter new password and confirm new password. Tap Finish.



Get back into your account

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

* Enter new password:

.....

strong

* Confirm new password:

.....

Finish