



Password Reset

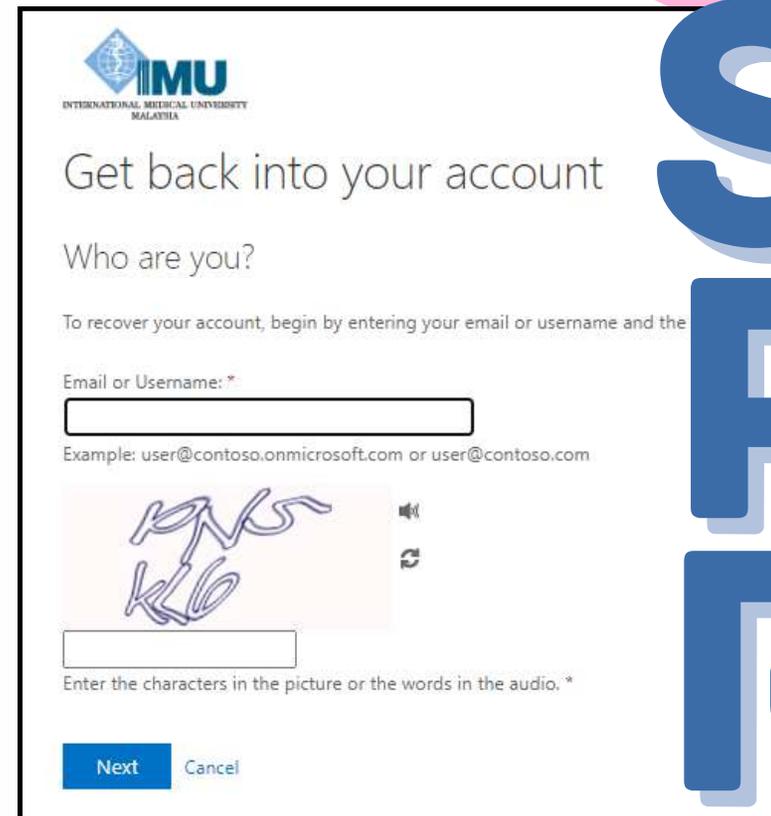
SELF SERVICE PASSWORD RESET



Open your browser and search this link <https://aka.ms/sspr>.



Enter your student email address and the provided captcha code.



The screenshot shows the IMU self-service password reset interface. At the top left is the IMU logo (International Medical University Malaysia). The main heading is "Get back into your account". Below this is the question "Who are you?". A sub-heading reads: "To recover your account, begin by entering your email or username and the". There is a text input field for "Email or Username: *". Below the field is an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". A captcha image is displayed, showing the handwritten characters "PNS" and "KLG" on a light background. Below the image is another text input field. A sub-heading reads: "Enter the characters in the picture or the words in the audio. *". At the bottom are two buttons: "Next" and "Cancel".



Choose “I’ve forgotten my password.”



Then, click Next.



Get back into your account

Why are you having trouble signing in?

I've forgotten my password

No worries, we'll help you to reset your password using the security info you've registered with us.

I know my password, but still can't sign in

This might happen because you've tried to sign in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel

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

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

- Email my alternative email address
- Send a text to my mobile phone number
- Call my mobile phone number
- Call my office phone number
- 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 (*****98) below. You will then receive a text message with a verification code which can be used to reset your password.



Choose your preferred verification method. You can verify with your phone number, Microsoft Authenticator or personal email address.

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

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

- Email my alternate email
- Call my office phone
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

Send a notification to your authenticator app on your mobile device.

Send Notification



Choose another verification method to verify your identity.

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Enter your new password then confirm.

verification step 1 ✓ > verification step 2 ✓ >

* Enter new password:

* Confirm new password:

Finish Cancel



PASSWORD CRITERIA

- **Contains uppercase, lowercase, number and symbol.**
- **Does not contain any part of your name.**
- **Cannot be identical to your previous password.**

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SS
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FF**