

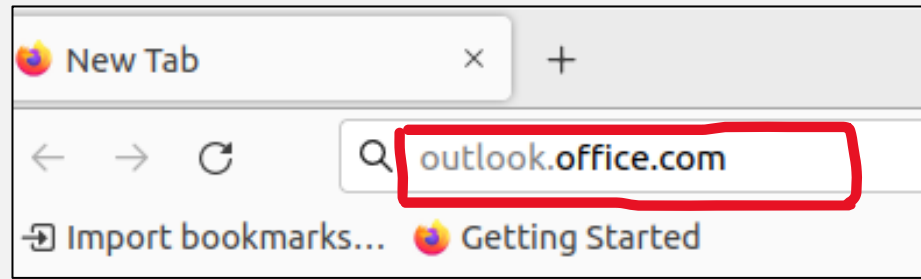


**ACCESS WEB OUTLOOK + REGISTER
FOR SELF-SERVICE PASSWORD RESET**

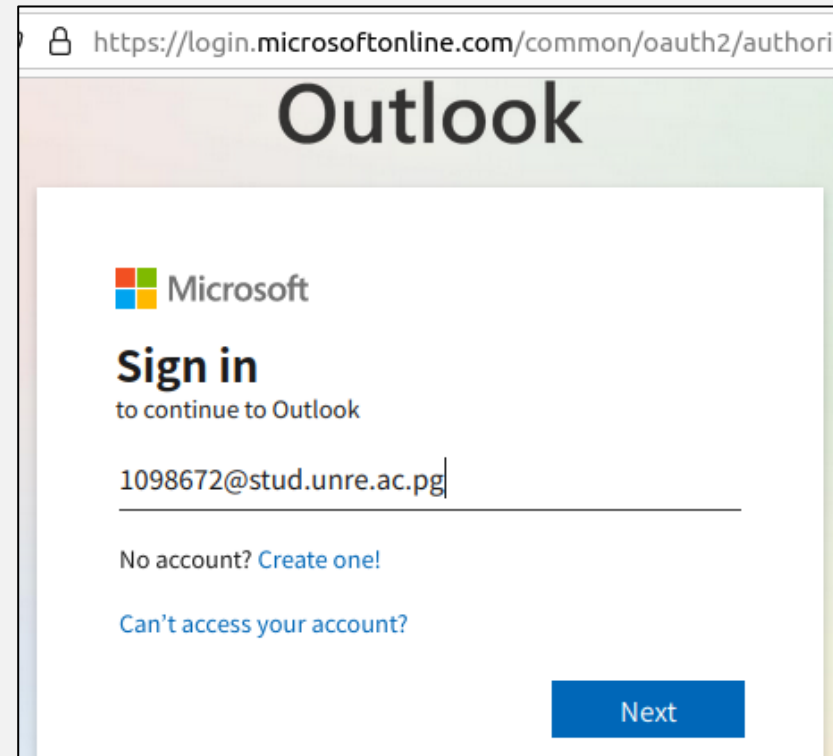
Student Guide

HOW TO ACCESS YOUR UNIVERSITY EMAIL ACCOUNT – WEB OUTLOOK

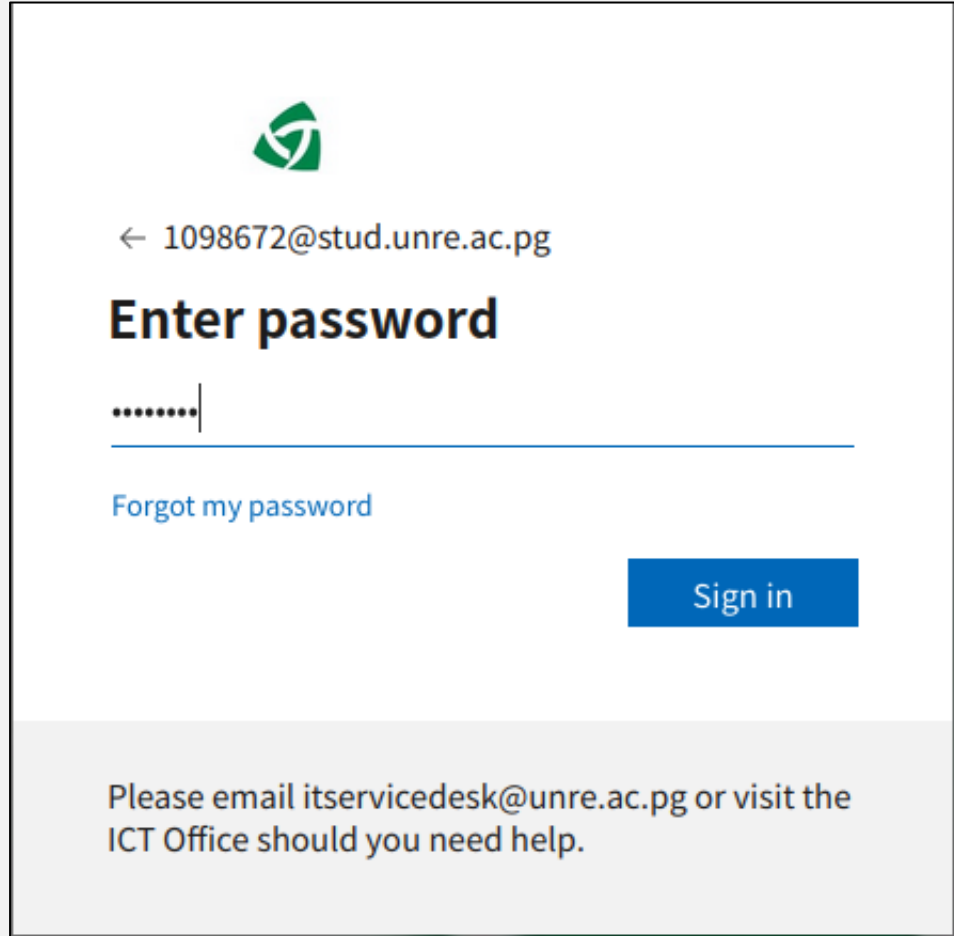
Step 1: Using a web browser (Safari, Chrome, Firefox, Edge), type in the web address *outlook.office.com* in the address bar. Press **ENTER**.



Step 2: Type in your student email address given to you by Student Admin or the ICT Department or by your Program Course officers. Your student email address is in the format of studentIDnumber@stud.unre.ac.pg. Select **Next**.



Step 3: Type in the temporary password given. Select **Sign in**.



← 1098672@stud.unre.ac.pg

Enter password

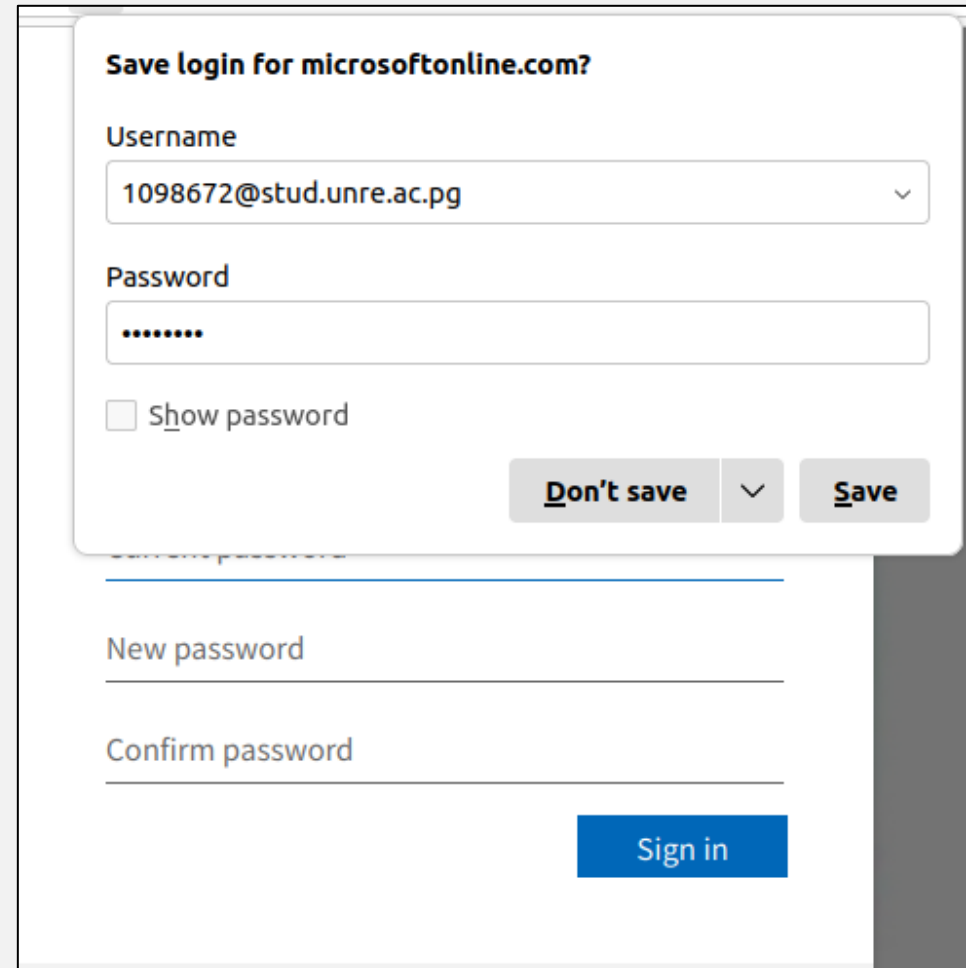
.....|

[Forgot my password](#)

Sign in

Please email itservicedesk@unre.ac.pg or visit the ICT Office should you need help.

Step 4: Depending on the browser used, a pop-up window will appear asking you if you wish to save your password. Select **NO** or **DON'T SAVE**.



Save login for microsoftonline.com?

Username
1098672@stud.unre.ac.pg

Password
.....

Show password

Don't save **Save**

New password

Confirm password

Sign in

Step 5:

- i. *Current password* field: Type in the temporary password given to you.
- ii. *New password* field: Type in your new password that you have created.
- iii. *Confirm password* field: Type in again the new password you created.
- iv. Select **Sign in**.

NOTE: Passwords must have a minimum of 8 characters. Characters allowed must be a **mixture of numbers, small letters, big letters and symbols**. DO NOT use your name or username. If you keep getting errors after selecting **Sign in**, then create a new password and try again.



1098672@stud.unre.ac.pg

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

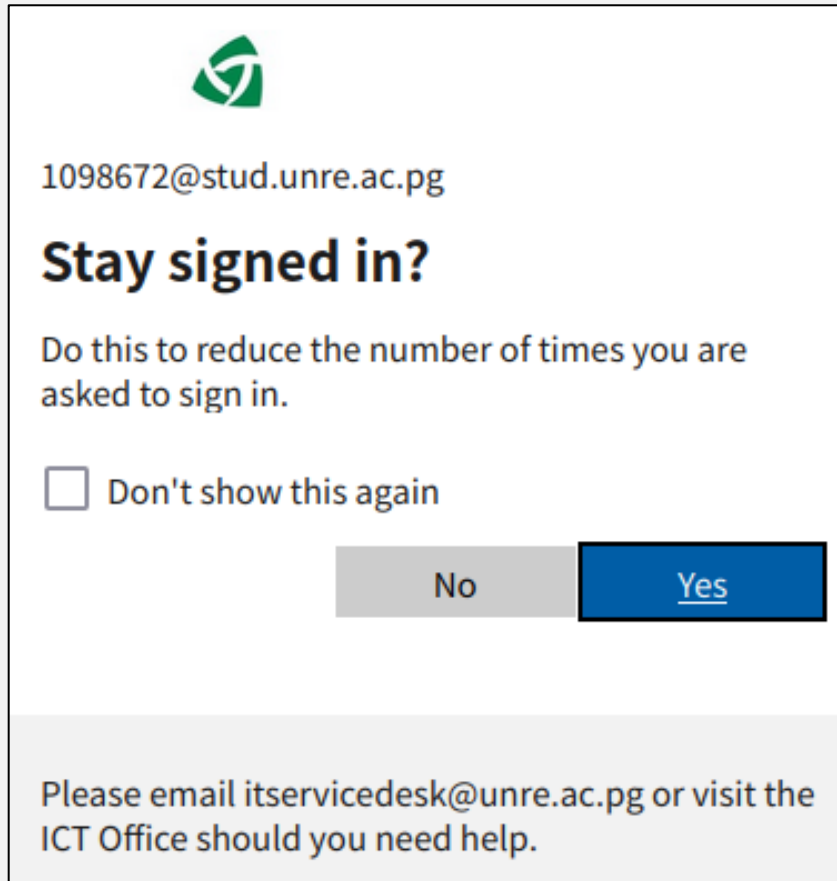
Current password

New password

Confirm password

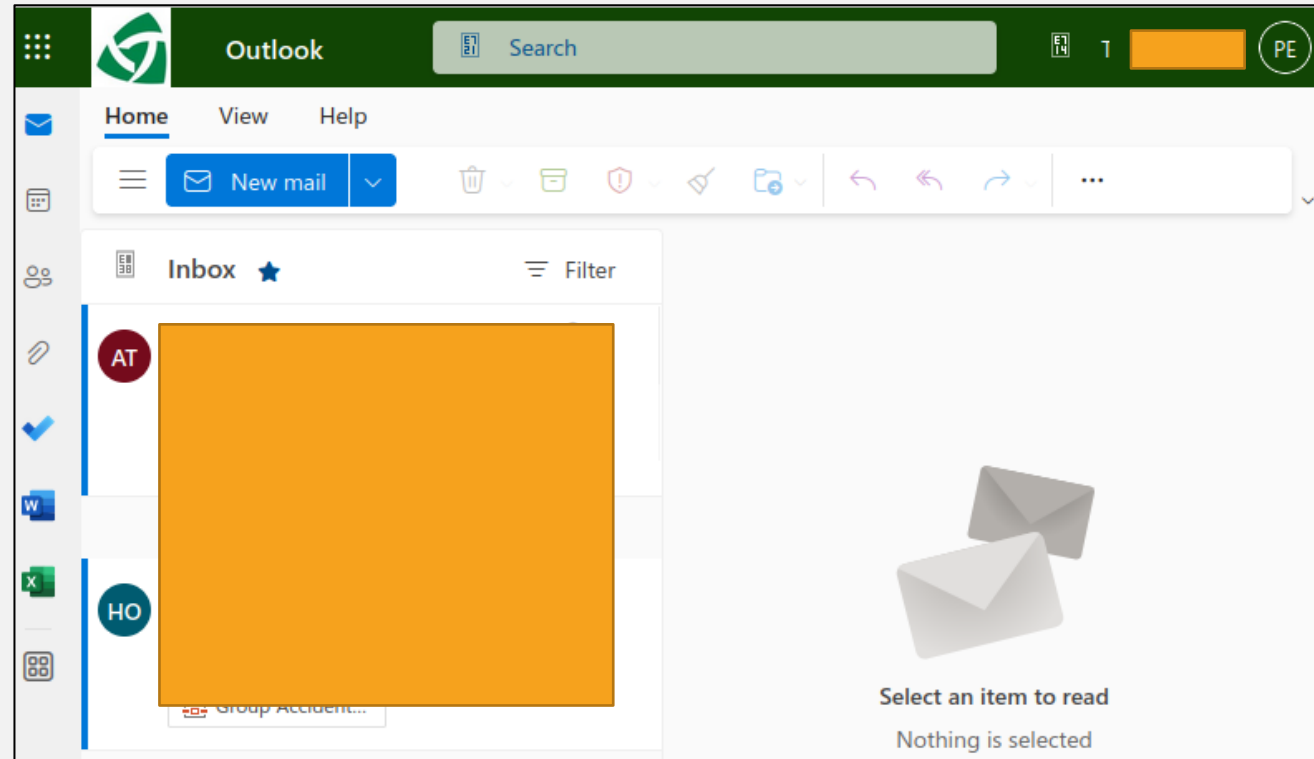
Sign in

Step 6: If you are using your own device, then select **Yes**. If you are sharing devices, select **No**.



The screenshot shows a dialog box with the Outlook logo at the top left. Below the logo is the email address 1098672@stud.unre.ac.pg. The main heading is "Stay signed in?". Below this is the text "Do this to reduce the number of times you are asked to sign in." There is a checkbox labeled "Don't show this again" which is currently unchecked. At the bottom, there are two buttons: "No" (grey) and "Yes" (blue). At the very bottom of the dialog, there is a line of text: "Please email itservicedesk@unre.ac.pg or visit the ICT Office should you need help."

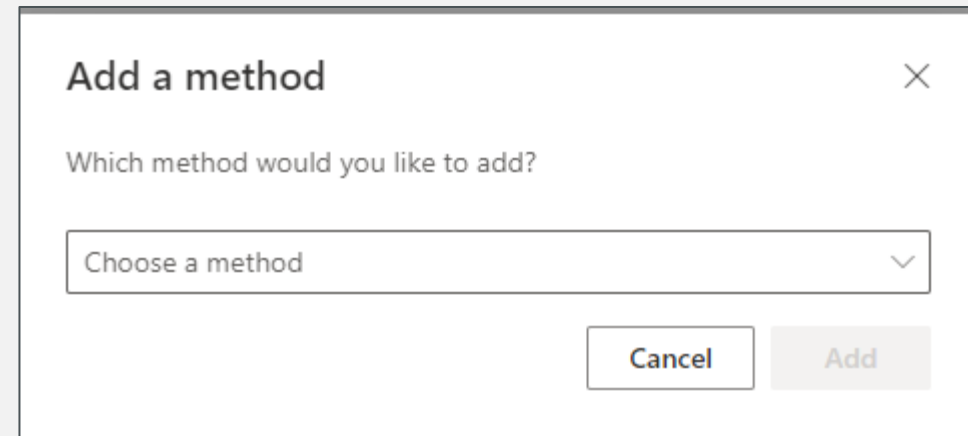
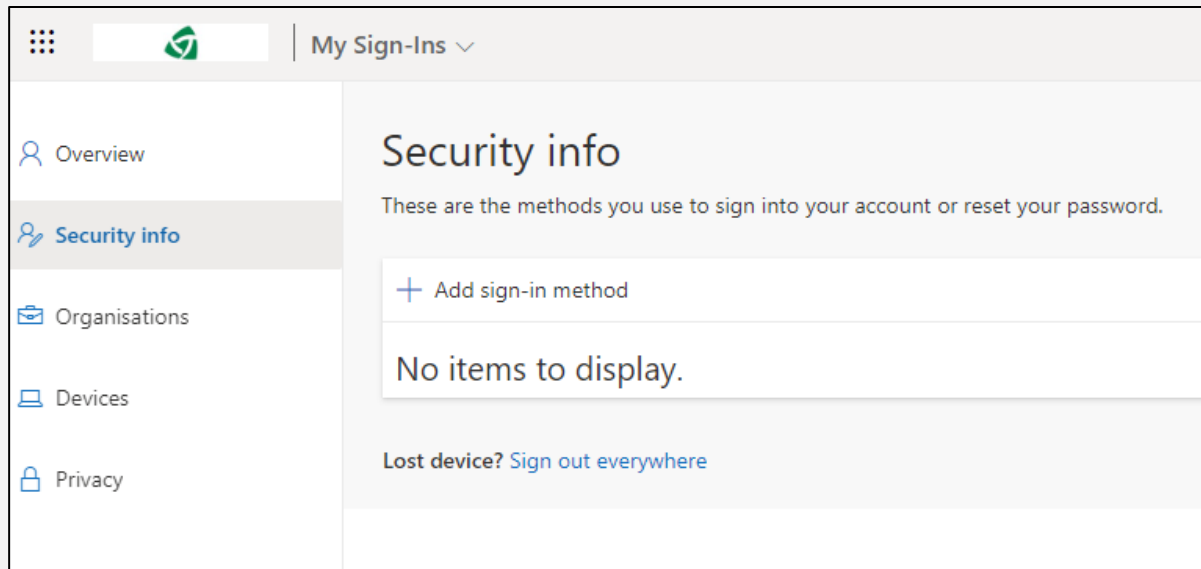
Step 7: Welcome to Web Outlook.



REGISTER FOR SELF SERVICE PASSWORD RESET

Step 1: You can now reset, unlock or change your password without contacting ICT Service Desk. After you have successfully logged into your Outlook emails, click on the [Self-Service Password Reset](#) link and follow the next steps to register your account.

Step 2: Click [+ Add sign-in method](#) to add your sign-in methods.



REGISTER FOR SELF SERVICE PASSWORD RESET

Step 3: In the “Choose a method” field, select the method most suitable for you. In this example, I will choose “Phone.” Then **Add**. *Alternately, you can choose Authenticator app. To use Authenticator app, download the Microsoft Authenticator app from Google Play Store.*

The screenshot shows two overlapping instances of the 'Add a method' dialog box. The top instance has a dropdown menu open with 'Authenticator app' and 'Phone' as options. The bottom instance shows 'Phone' selected in the dropdown menu. Both instances have 'Cancel' and 'Add' buttons at the bottom.

Step 4: Phone Sign-in Method: Change the location from United States to Papua New Guinea then type in your phone number. Select **Next**.

The screenshot shows two overlapping instances of the 'Phone' sign-in method dialog box. The top instance shows the location set to 'United States (+1)' and a text input field for the phone number. The bottom instance shows the location changed to 'Papua New Guinea (+675)' and the 'Text me a code' radio button selected. Both instances have 'Cancel' and 'Next' buttons at the bottom.

REGISTER FOR SELF SERVICE PASSWORD RESET

Step 5: Phone Sign-in Method: A code will be sent to your phone number. Enter in this code. Click **Next**. *If code is not entered in within 50 seconds, session times out. Click on "Resend code" to be issued a new code.*

Phone ✕

We just sent a 6 digit code to +675 [redacted] Enter the code below.

Enter code

[Resend code](#)

Phone ✕


We just sent a 6 digit code to +675 [redacted] Enter the code below.

471733


[Resend code](#)

Step 6: Your phone sign-in method is now active.

Phone ✕

 SMS verified. Your phone was registered successfully.

+ Add sign-in method

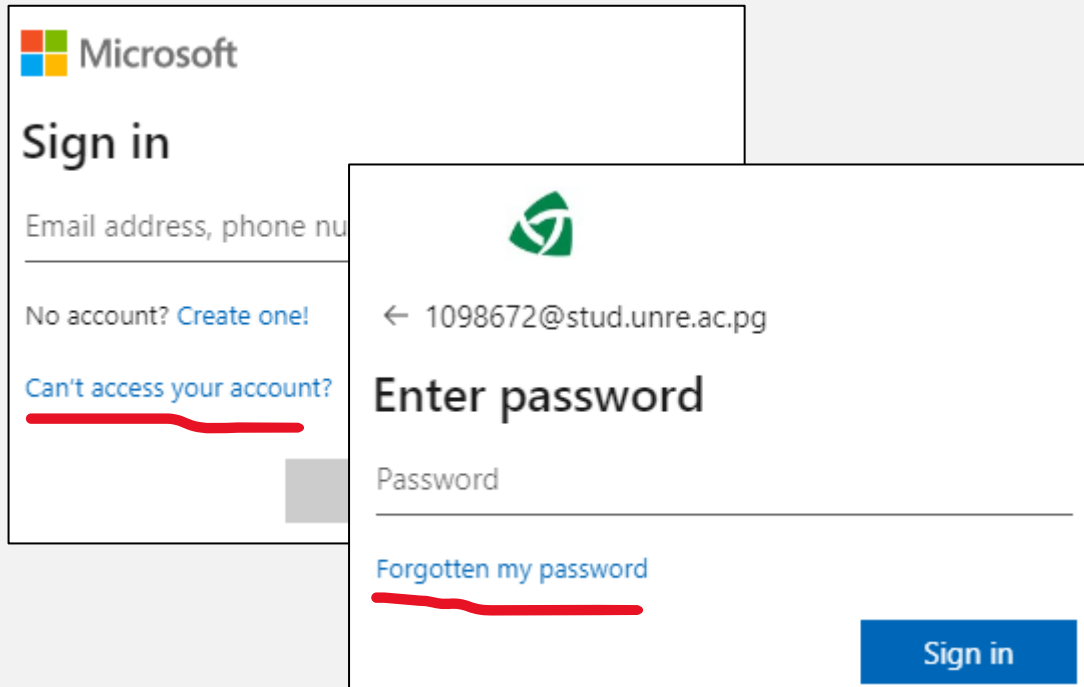
 Phone	+675 [redacted]	Change	Delete
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SELF SERVICE PASSWORD RESET

After you register, if you have forgotten your password, you can [reset](#) it again yourself. You can also select “Can’t access your account?” on the *sign in* page to reset or unlock your account from any device.

Step 1: I forgot my password

After you have signed in with your University email address, click on “Forgotten my password.” Click on **Sign in**.



Microsoft
Sign in

Email address, phone number

No account? [Create one!](#)

[Can't access your account?](#)

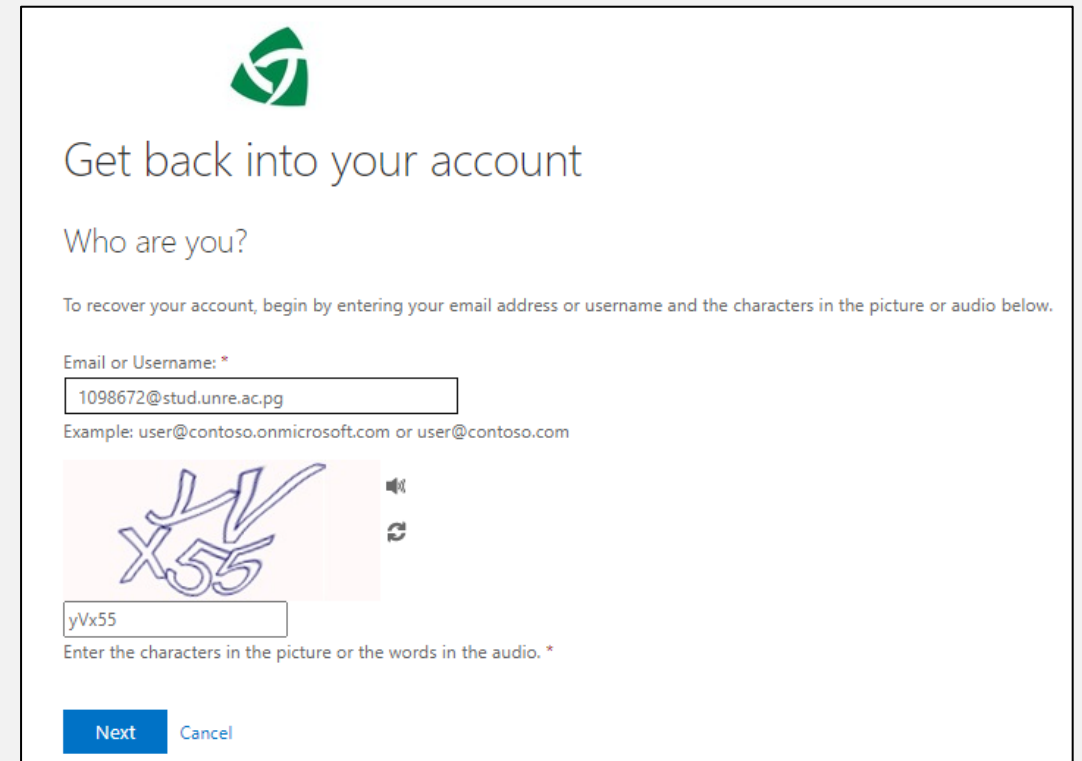
← 1098672@stud.unre.ac.pg

Enter password

Password

[Forgotten my password](#)

Sign in



Get back into your account

Who are you?

To recover your account, begin by entering your email address or username and the characters in the picture or audio below.

Email or Username: *

1098672@stud.unre.ac.pg

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

X55

yVx55

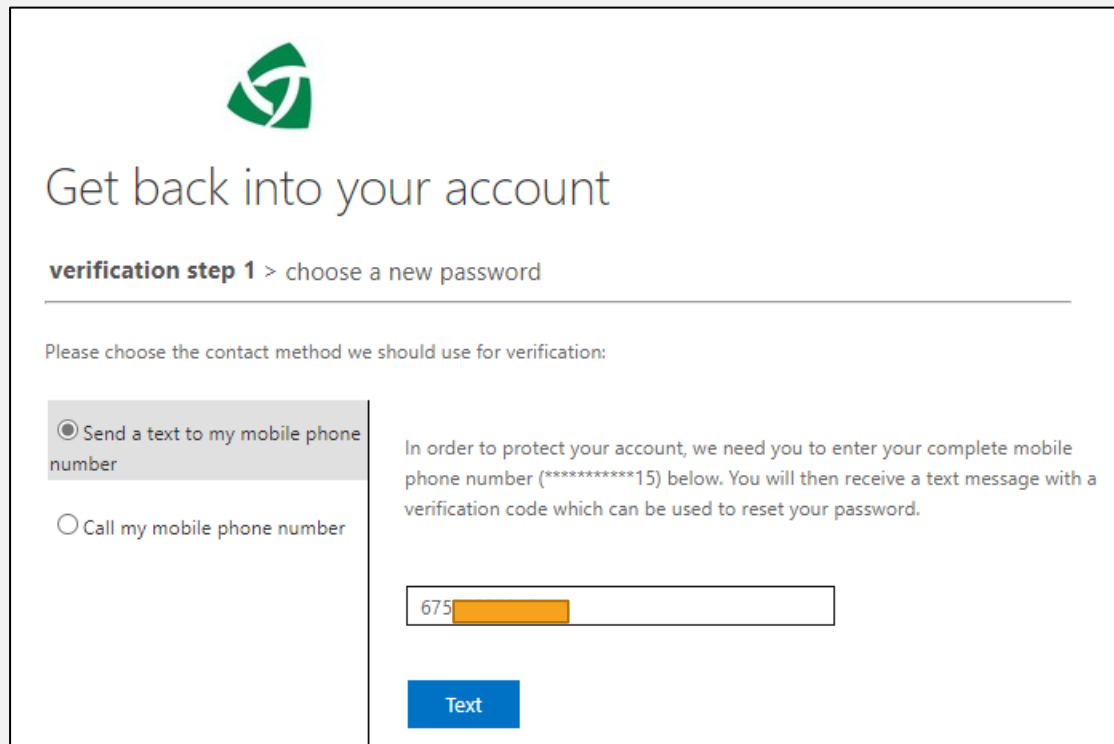
Enter the characters in the picture or the words in the audio. *

Next Cancel

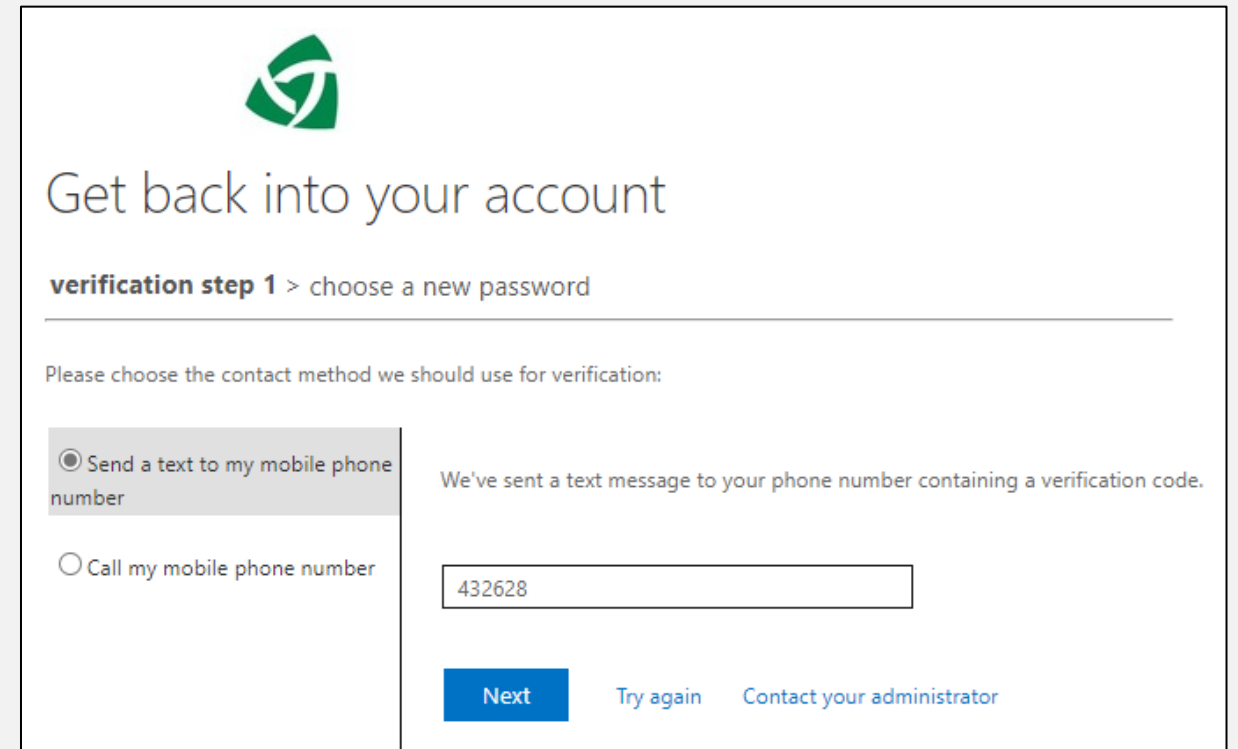
SELF SERVICE PASSWORD RESET

Step 2: Select the contact method to use for verification. I have chosen 'Send a text to my mobile phone number.' Type in your complete phone number in the format of 675XXXXXXXX. Select **Next**.

Step 3: Type in the code sent to your mobile phone number. Select **Next**.



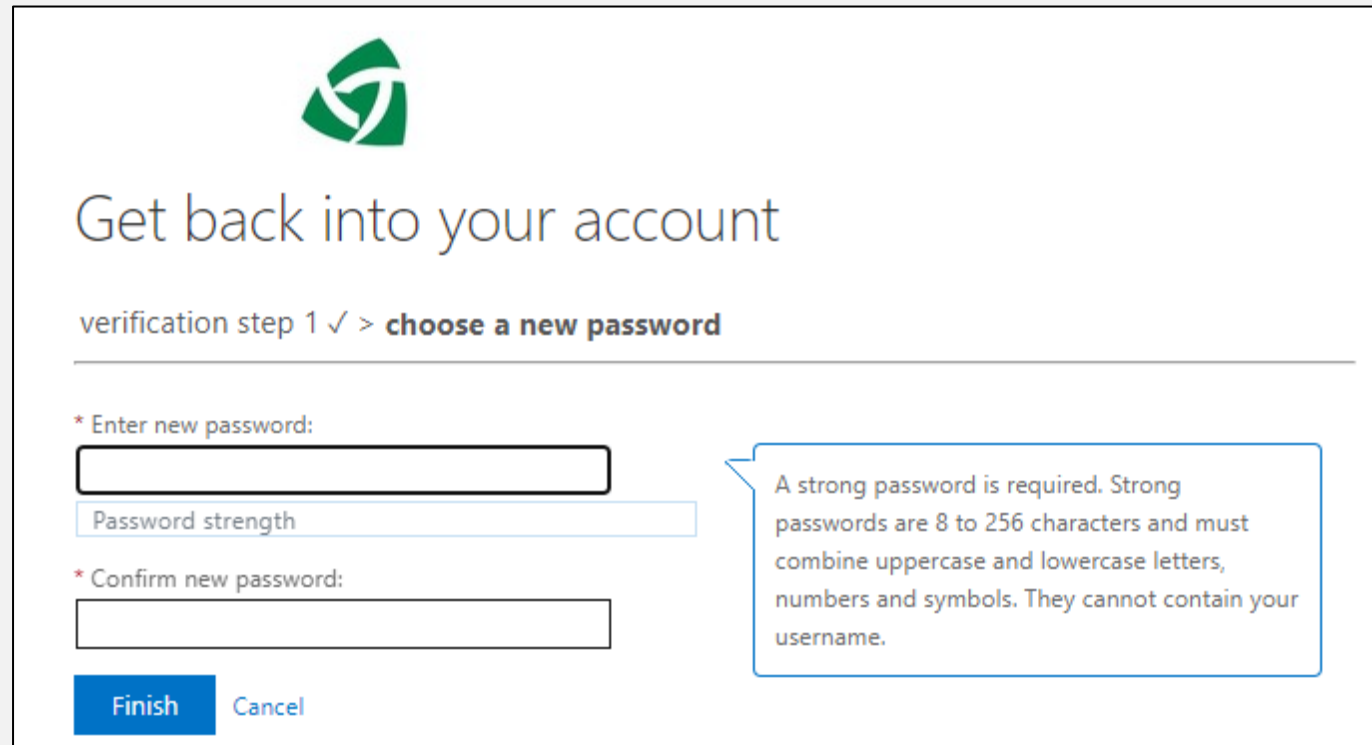
The screenshot shows the 'Get back into your account' page. Below the heading is a breadcrumb 'verification step 1 > choose a new password'. The instruction reads: 'Please choose the contact method we should use for verification:'. There are two radio button options: 'Send a text to my mobile phone number' (which is selected) and 'Call my mobile phone number'. To the right, a text box contains '675' followed by a yellow highlight. Below the text box is a blue button labeled 'Text'. A green logo is at the top left.



The screenshot shows the 'Get back into your account' page. Below the heading is a breadcrumb 'verification step 1 > choose a new password'. The instruction reads: 'Please choose the contact method we should use for verification:'. There are two radio button options: 'Send a text to my mobile phone number' (which is selected) and 'Call my mobile phone number'. To the right, a text box contains '432628'. Below the text box are three buttons: a blue button labeled 'Next', a blue button labeled 'Try again', and a blue button labeled 'Contact your administrator'. A green logo is at the top left.

SELF SERVICE PASSWORD RESET

Step 4: Type in your new password, confirm the new password and select **Finish** when done. **NB:** Passwords must have a mixture of small and big letters, numbers and symbols, and be of a minimum of 8 characters.



The screenshot shows a web interface for password reset. At the top center is a green logo consisting of three interlocking curved shapes. Below the logo is the heading "Get back into your account" in a large, dark grey font. Underneath the heading is a progress indicator: "verification step 1 ✓ > choose a new password". A horizontal line separates this from the input fields. There are two input fields: the first is labeled "* Enter new password:" and the second is labeled "* Confirm new password:". Below the first input field is a "Password strength" indicator, which is currently empty. To the right of the input fields is a blue-bordered callout box containing the text: "A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers and symbols. They cannot contain your username." At the bottom left, there are two buttons: a blue "Finish" button and a grey "Cancel" button.

SUPPORT

TRAINING RESOURCES

- ❑ Microsoft 365 Apps: [Microsoft 365 Quick Starts - Microsoft Support](#)
- ❑ Microsoft Outlook: [Add an email account to Outlook - Microsoft Support](#)
- ❑ Microsoft 365 Basics: [Microsoft 365 basics video training - Microsoft Support](#)
- ❑ Email Etiquettes and tips on how to write better emails: [What is Email Etiquette: 10 Rules to Write Professional Emails \(mailmodo.com\)](#); [How to Sound Like a Pro with These Email Etiquette Tips | Mailchimp](#)

Relevant University email addresses:

- ❑ Transcripts/Results/Enrolments: Student Administration studentadmin@unre.ac.pg
- ❑ Accounts: accounts@unre.ac.pg
- ❑ ICT Support: itservicedesk@unre.ac.pg
- ❑ General Enquiries: enquiries@unre.ac.pg; info@unre.ac.pg