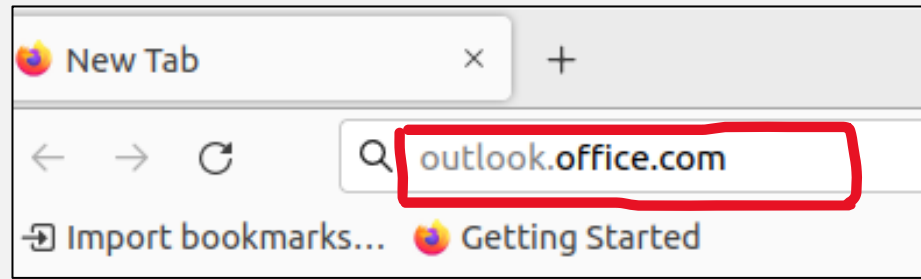# ACCESS WEB OUTLOOK + REGISTER FOR SELF-SERVICE PASSWORD RESET

Student Guide

HOW TO ACCESS YOUR UNIVERSITY EMAIL ACCOUNT – WEB OUTLOOK
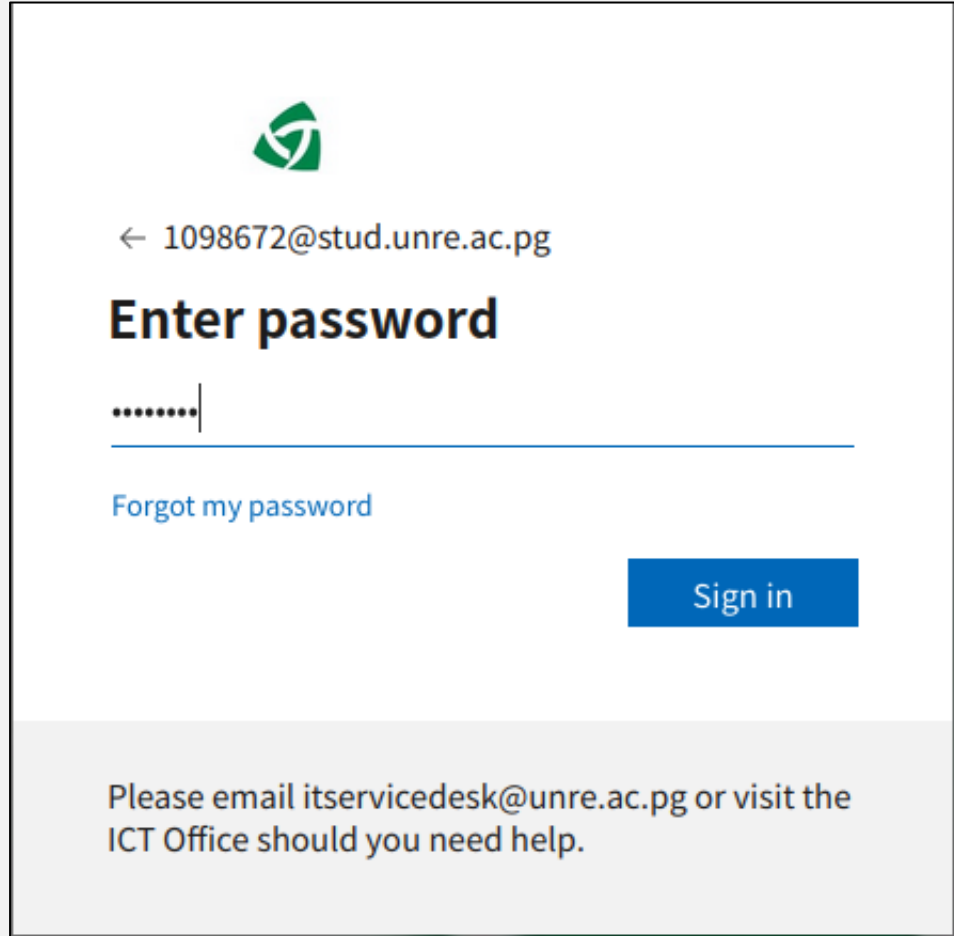
Step 1: Using a web browser (Safari, Chrome, Firefox, Edge), type in the web address *outlook.office.com* in the address bar. Press **ENTER**.

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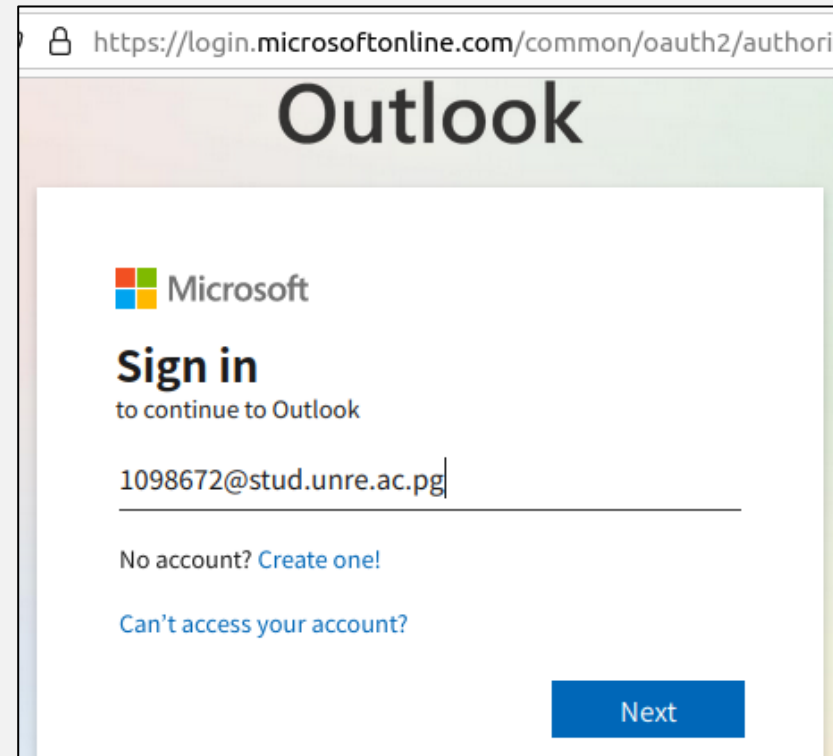
Step 3: Type in the temporary password given. Select **Sign in**.

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**.

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 <u>must</u> have a <u>minimum of 8 characters</u>. Characters allowed <u>must</u> 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.
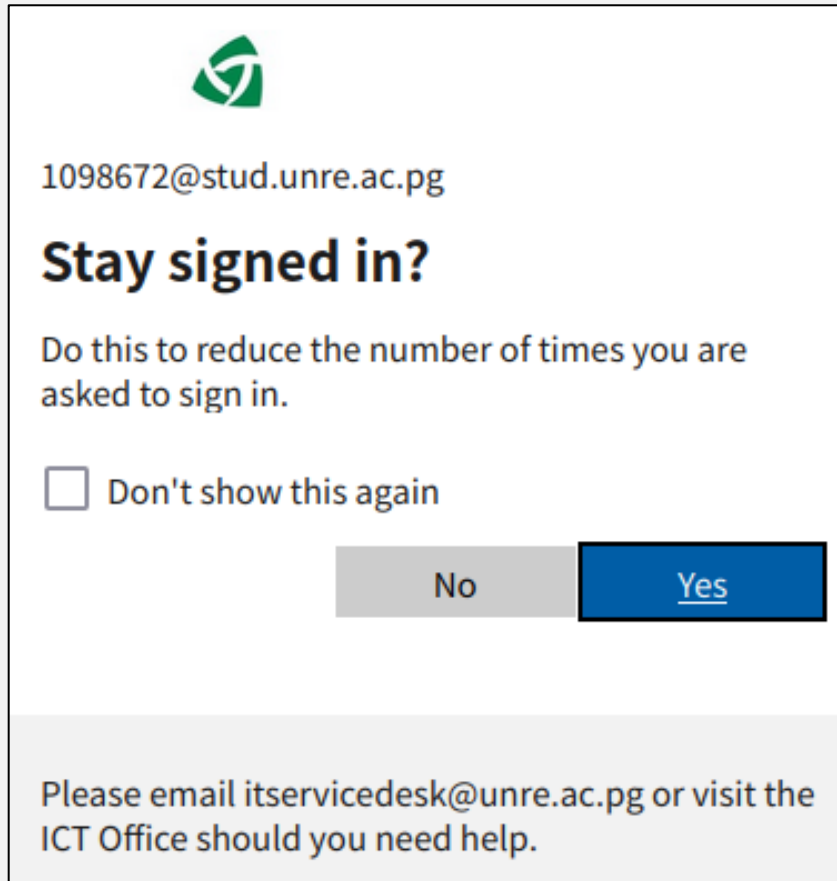
Current password
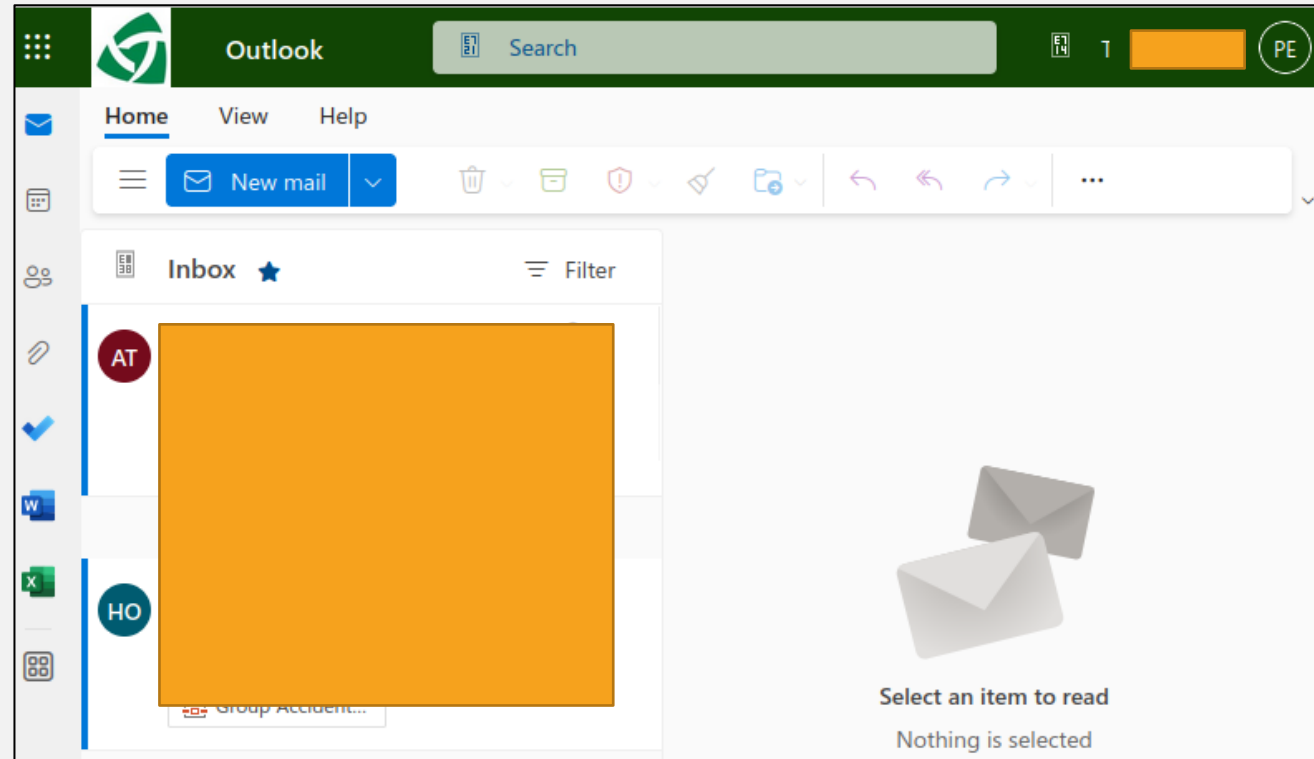
New password

Confirm password

Sign in

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

Step 7: Welcome to Web Outlook.

1098672@stud.unre.ac.pg

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

| No | Yes |

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

Outlook   Search

Home   View   Help

☰   ✉ New mail ⌄

Inbox ★   ☰ Filter

AT

HO

Group Accident...

Select an item to read

Nothing is selected
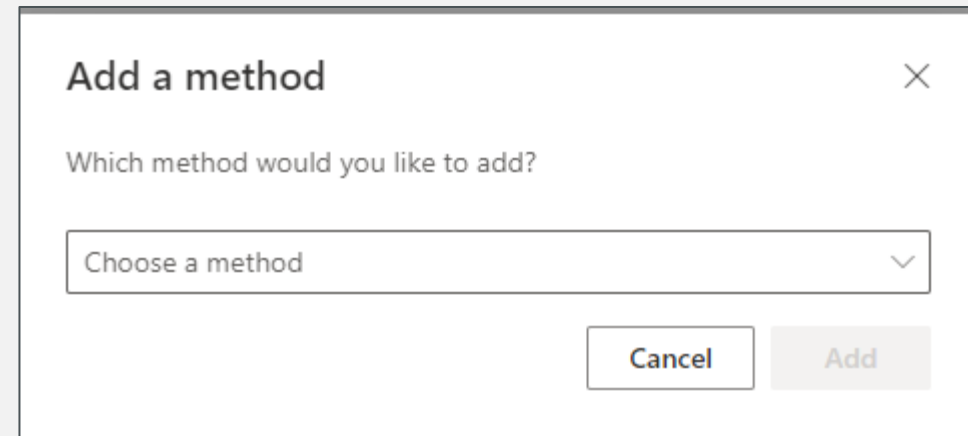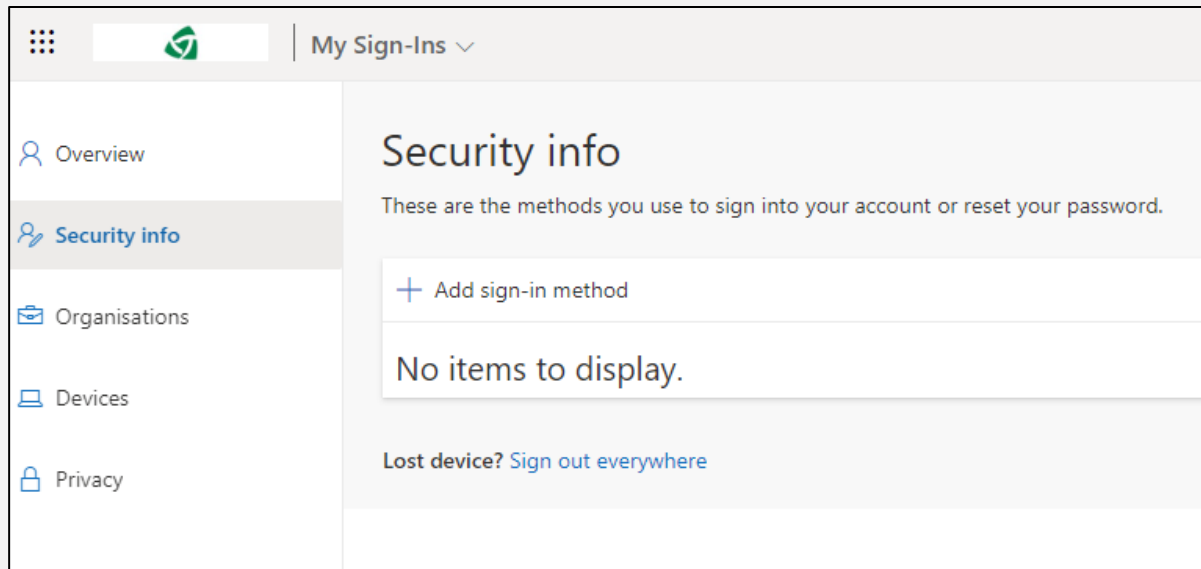
REGISTER FOR SELF SERVICE PASSWORD RESET

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.*

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

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.*

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

Phone   ✕

We just sent a 6 digit code to +675 ▓▓▓▓ Enter the code below.

Enter code
_____

Resend code

Phone   ✕

We just sent a 6 digit code to +675 ▓▓▓▓ Enter the code below.

471733
_____

Resend code

Back   Next

Phone   ✕

✅ SMS verified. Your phone was registered successfully.

Done

＋ Add sign-in method
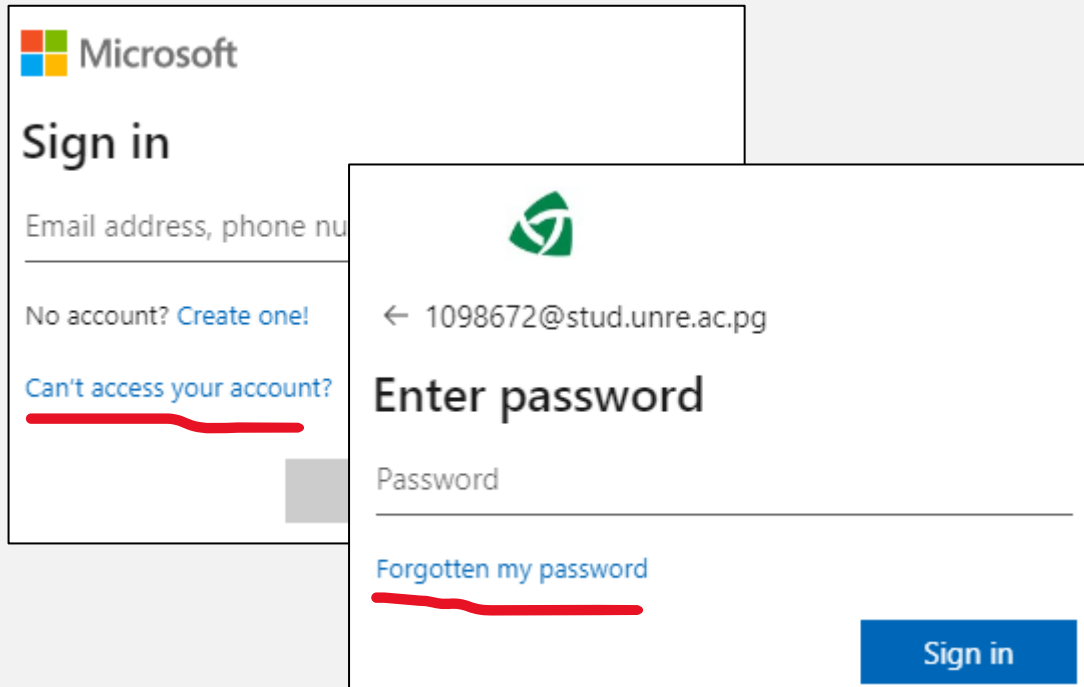
📞 Phone   +675 ▓▓▓▓   Change   Delete

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.
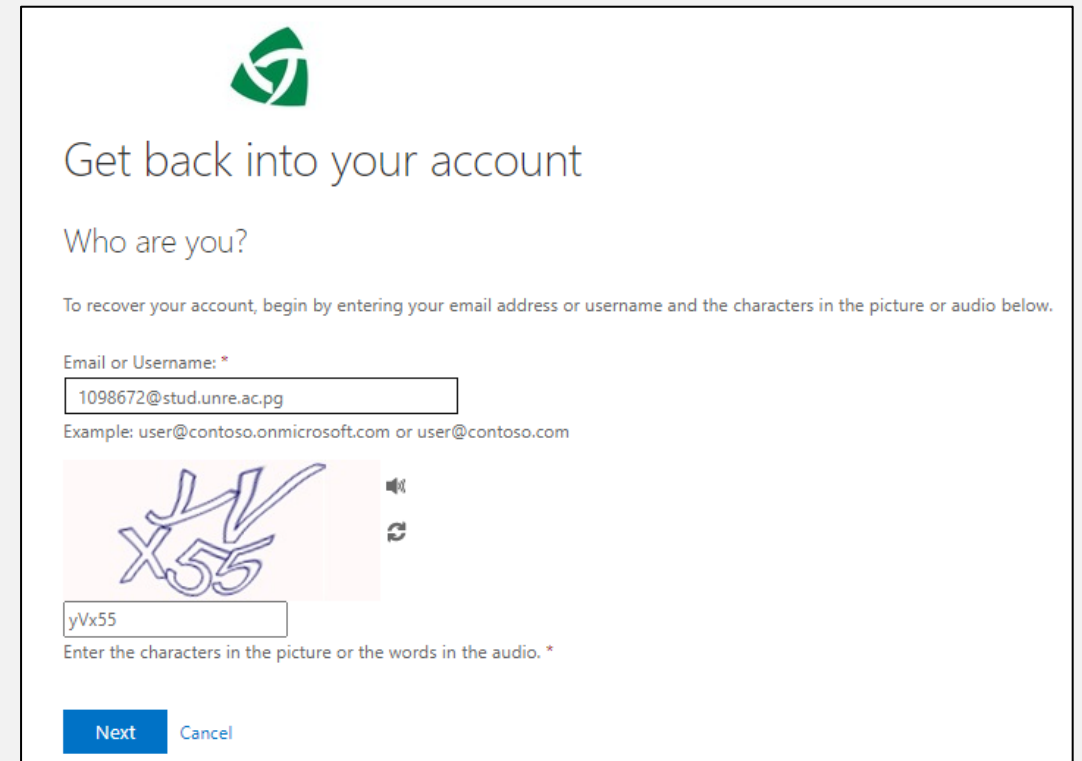
Step 1: **I forgot my password**

After you have signed in with your University email address, click on "Forgotten my password." Click on **Sign in**.
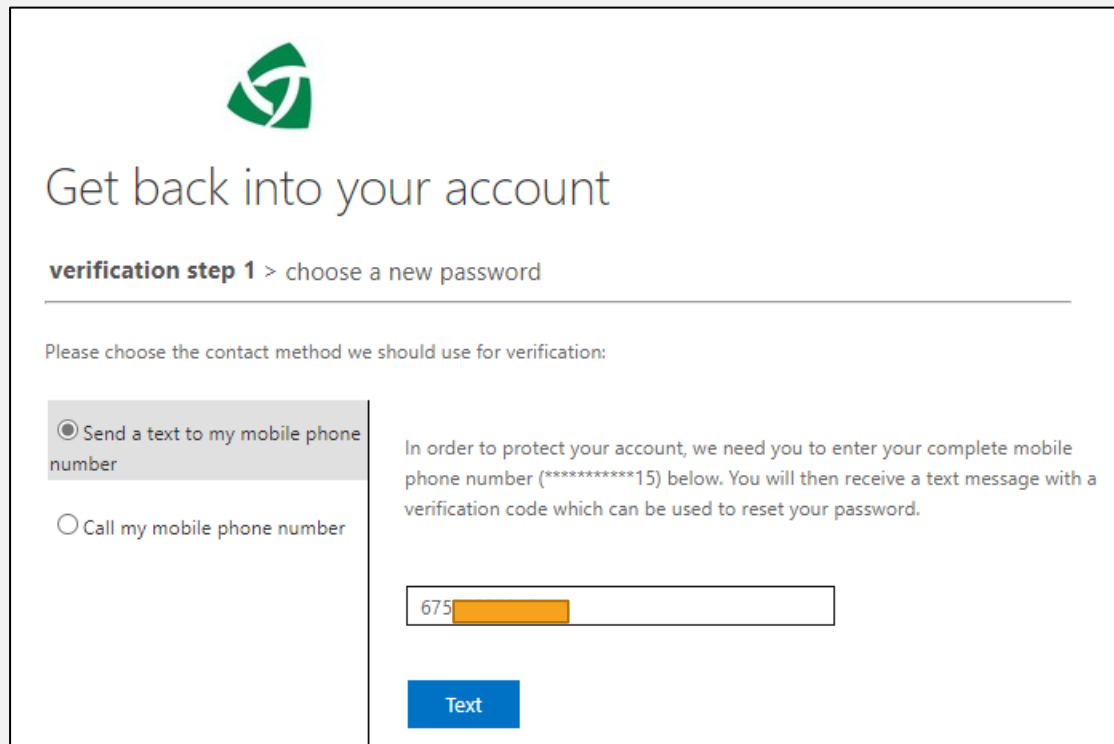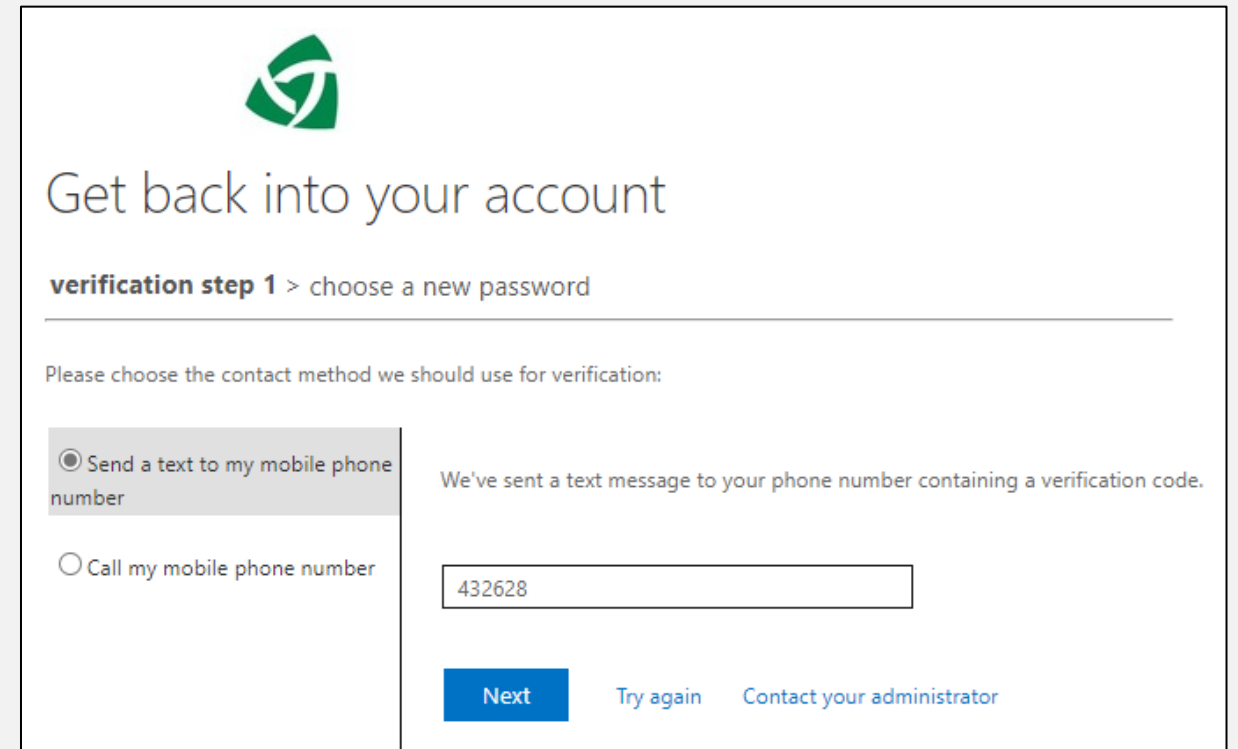
SELF SERVICE PASSWORD RESET

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**.

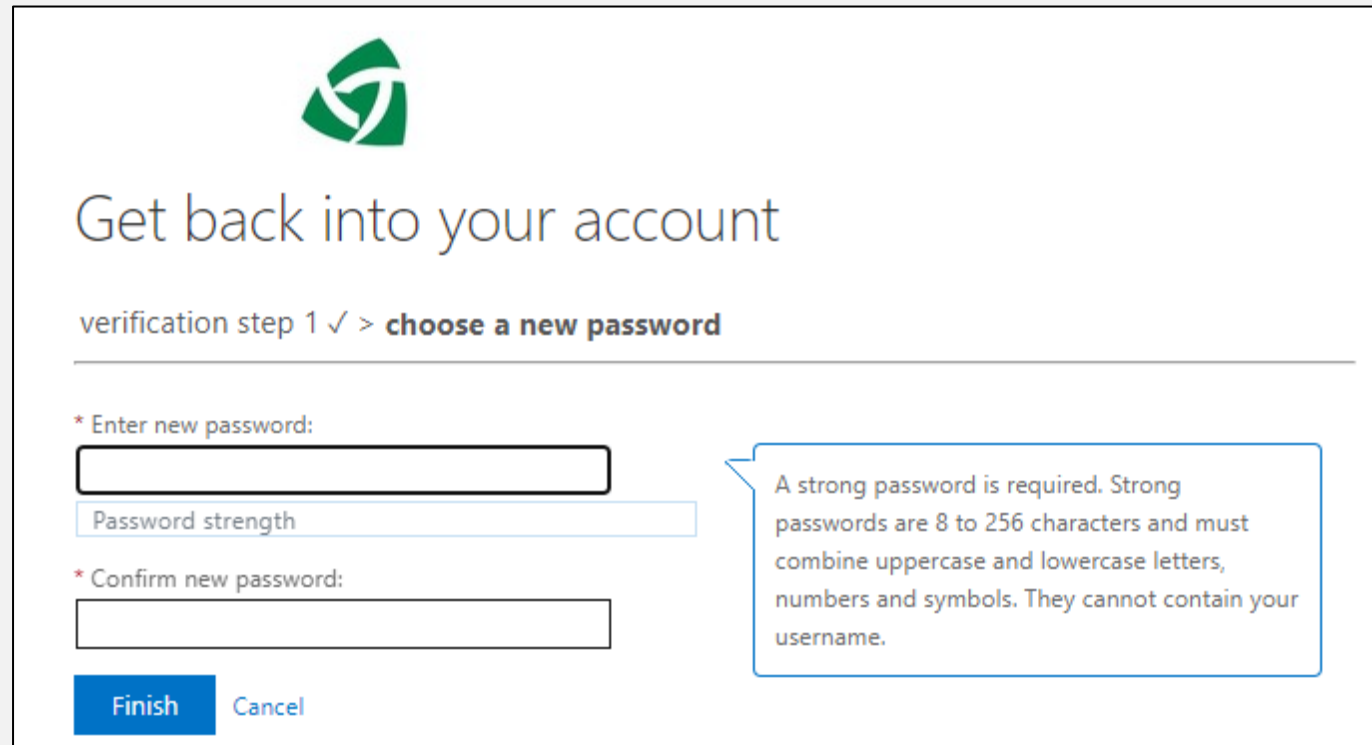**Step 3**: Type in the code sent to your mobile phone number. Select **Next**.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

○ Send a text to my mobile phone number

○ Call my mobile phone number

In order to protect your account, we need you to enter your complete mobile phone number (***********15) below. You will then receive a text message with a verification code which can be used to reset your password.

675

[Text]

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

○ Send a text to my mobile phone number

○ Call my mobile phone number

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

432628

[Next]   Try again   Contact your administrator

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.

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