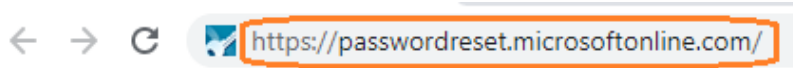


# How to reset your password

1. Open a web browser and go to the following address:



2. Fill in the requested information on the screen and click on the Next button.

*Note: Be sure to enter your User ID like an email address, similar to: someuser@saskpolytech.ca*



## 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:

1.   Your SaskPolytech user ID  
Example: user@contoso.onmicrosoft.com or user@contoso.com



2.   
Enter the characters in the picture or the words in the audio.

3.

3. Select **I forgot my password** then click on the **Next** button.



## Get back into your account

Why are you having trouble signing in?

1.  forgot my password

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

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

2.

4. Select **Text my mobile phone**, enter your mobile phone number, and click on the **Text** button.



## Get back into your account

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

---

Please choose the contact method we should use for verification:

1.  Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*27) below. You will then receive a text message with a verification code which can be used to reset your password.

2.

3.

5. A verification code will be sent to your mobile phone. Enter the verification code and press the **Next** button.



## Get back into your account

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

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Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Text my mobile phone	
<input type="radio"/> Call my mobile phone	
1	<input type="text" value="Enter your verification code"/>
2	<input type="button" value="Next"/>

6. Choose a new password and type it in twice, then click on the **Finish** button.

*Note: For privacy, your password will not appear on the screen.*



## Get back into your account

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

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1 \* Enter new password:

2 \* Confirm new password:

3

7. Your password has now been reset.



## Get back into your account

✓ Your password has been reset