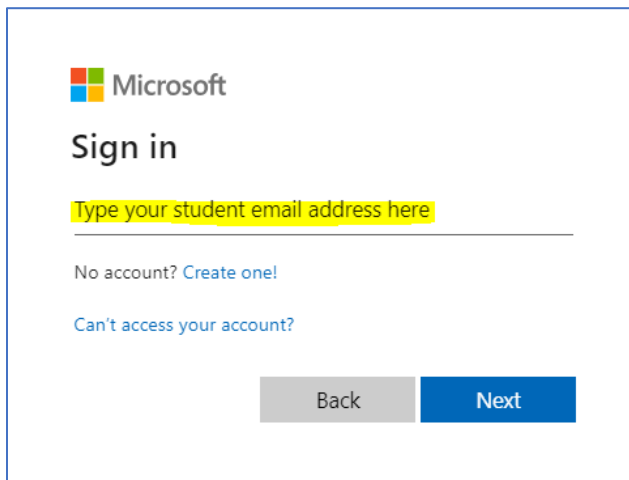


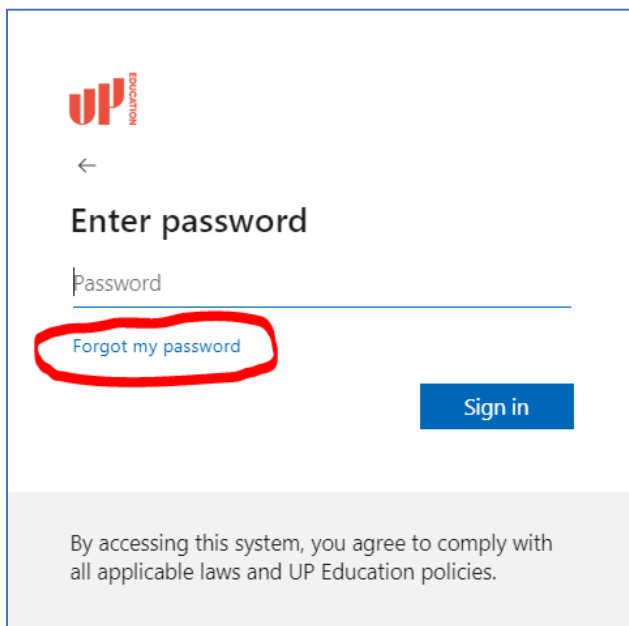
Step 1. Open your web browser and visit: <https://portal.office.com>

Step 2. Type in your student email address. This should have been provided to you when you were sent the confirmation of your enrolment. Then click the **Next** button.



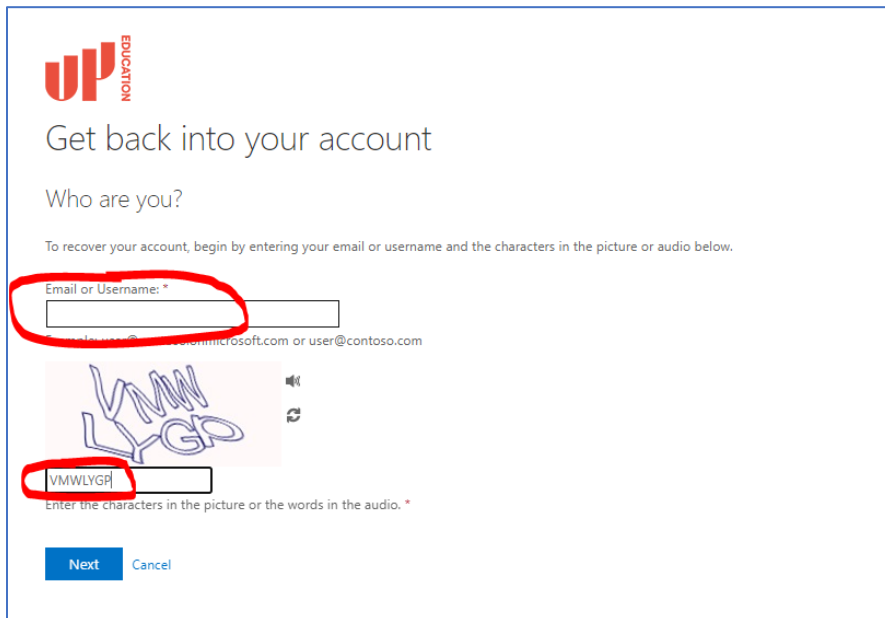
The screenshot shows the Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the text "Sign in". A text input field contains the placeholder text "Type your student email address here". Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom are two buttons: "Back" (grey) and "Next" (blue).

Step 3. Click on **Forgot my password**



The screenshot shows the UP Education password entry screen. At the top left is the UP EDUCATION logo. Below it is a back arrow. The main heading is "Enter password". Below that is a text input field with the placeholder text "password". Below the input field is a link "Forgot my password" which is circled in red. To the right of the input field is a blue "Sign in" button. At the bottom of the screen is a grey footer with the text: "By accessing this system, you agree to comply with all applicable laws and UP Education policies."

Step 5. Make sure your student email address is in the **Email or Username** box, if it isn't then type it in. Then type in the **Security Characters** and then click the **Next** button.



UP EDUCATION

Get back into your account

Who are you?

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

Email or Username: *

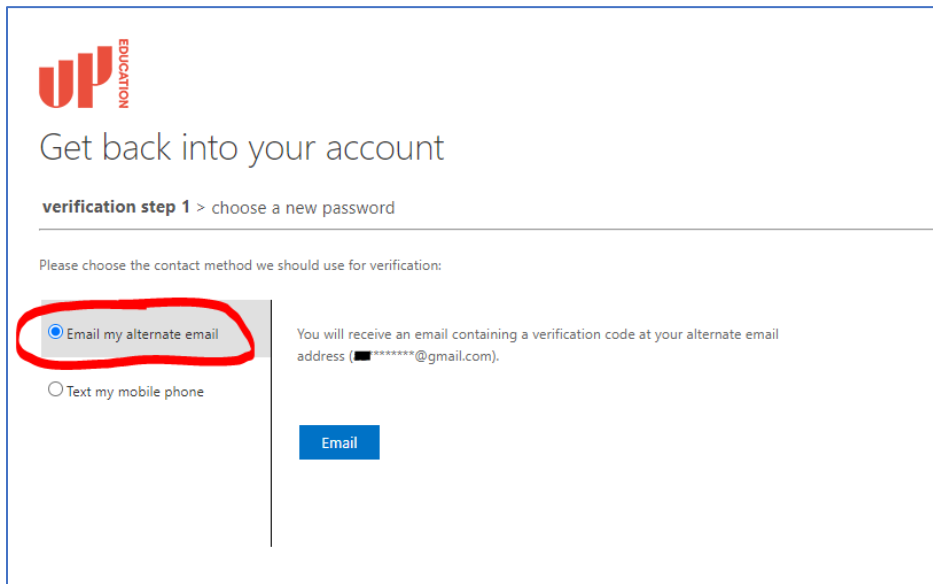
VMWLYGF

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

Next Cancel

Step 6. Tick the option **Email my Alternate email** and then click **Email** button. An email will be sent to your personal email address that we have from when you initially enrolled in a course with us. If this email address has been changed or is inaccurate, send an email to helpdesk@up.education and provide the following:

- The old email address
- The new email address
- Your student ID number



UP EDUCATION

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

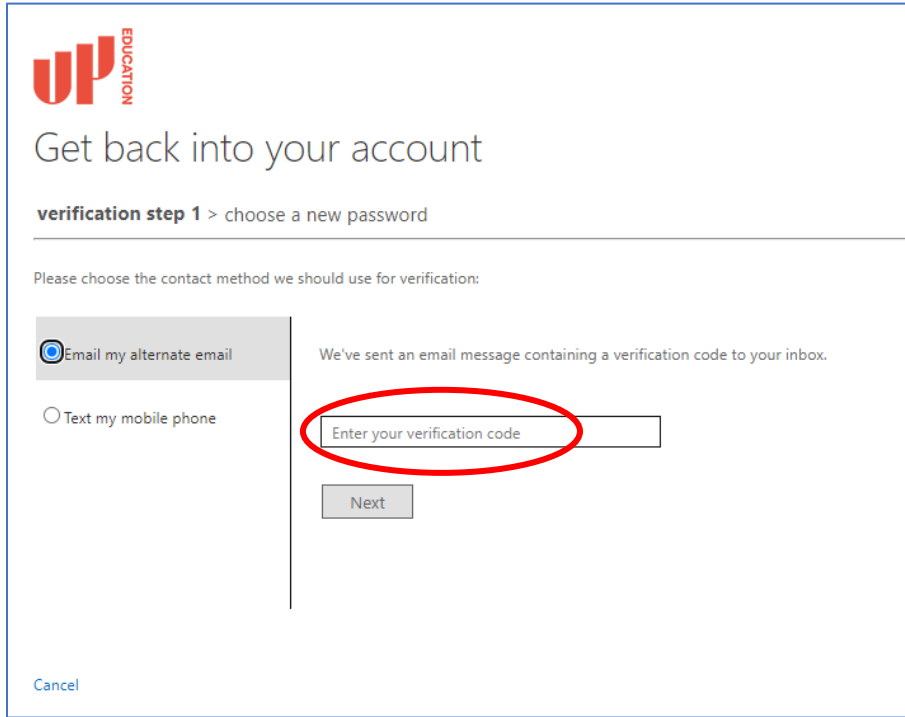
Email my alternate email

Text my mobile phone

You will receive an email containing a verification code at your alternate email address (*****@gmail.com).

Email

Step 7. Check your email, find the email from Microsoft’s account service, and enter the verification code into the field below.



UP EDUCATION

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

We've sent an email message containing a verification code to your inbox.

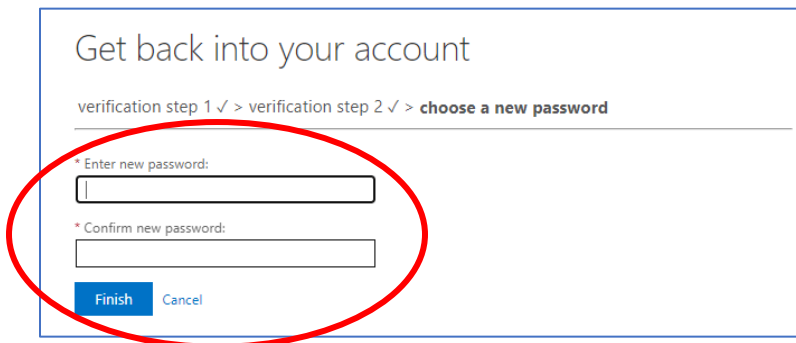
Enter your verification code

Next

Cancel

Step 8. Type in a new password and click **Finish**

* your password must be a minimum of 10 characters and contain at least 3 of the following 4 categories - Uppercase characters, Lowercase characters, numbers and Non-alphabetic characters (for example !, \$, #, %)



Get back into your account

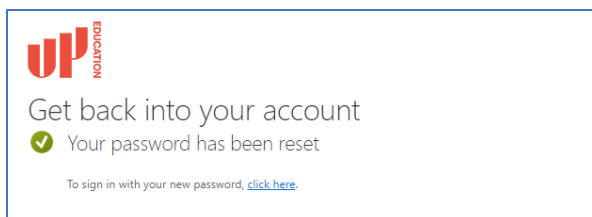
verification step 1 ✓ > verification step 2 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish Cancel

Step 9. After the password has been set then you will be able to login to the services stated at the start of this document.



UP EDUCATION

Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).