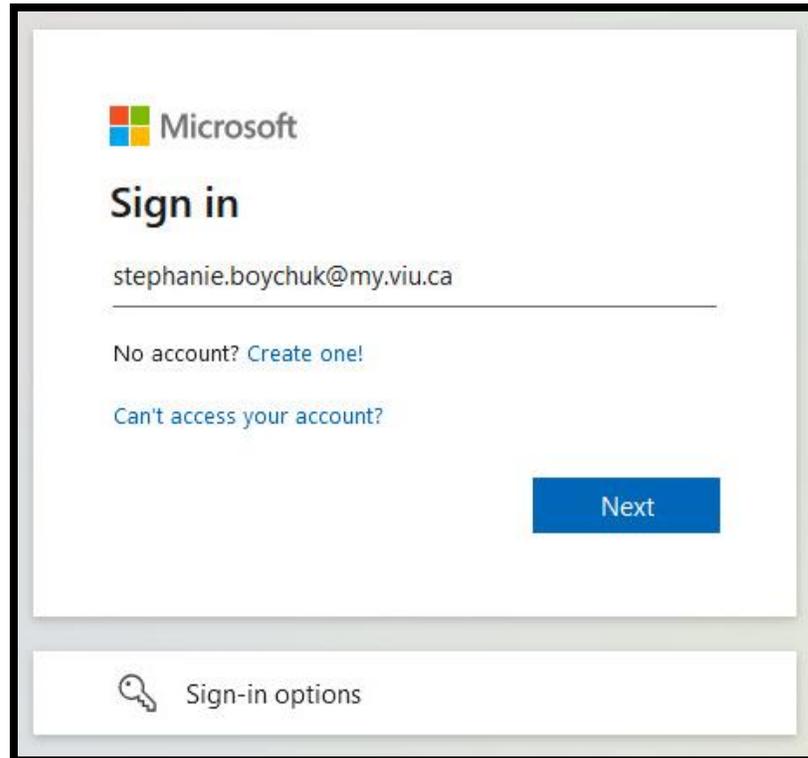


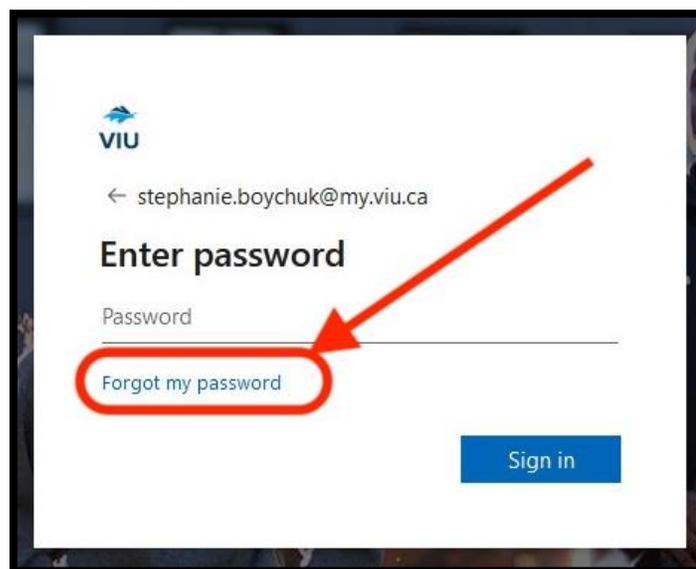
Reset your computer account password

1. First step is to go to the Microsoft login, you can go to <https://office.com> and then click "Signin" or go to <https://login.microsoftonline.com> directly
2. Then enter your VIU email address (it is of the format firstname.lastname@my.viu.ca) then click "Next"



The screenshot shows the Microsoft Sign in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "stephanie.boychuk@my.viu.ca". Below the input field are two links: "No account? Create one!" and "Can't access your account?". A blue "Next" button is positioned to the right of the input field. At the bottom left, there is a key icon and the text "Sign-in options".

3. On this page click "Forgot my password"



The screenshot shows the VIU "Enter password" page. At the top left is the VIU logo. Below it is a back arrow and the email address "stephanie.boychuk@my.viu.ca". The main heading is "Enter password". Below this is a "Password" input field. A red oval highlights the "Forgot my password" link, with a red arrow pointing to it from the top right. A blue "Sign in" button is located at the bottom right.

4. On this page you need to:
 - i. Enter your VIU email address again
 - ii. Complete the given captcha challenge
 - iii. Click next

The screenshot shows the VIU account recovery page. At the top left is the VIU logo. The main heading is "Get back into your account". Below it is the question "Who are you?". A sub-heading reads: "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There are three red annotations: "Step 1" points to the "Email or Username:" input field containing "stephanie.boychuk@my.viu.ca"; "Step 2" points to the captcha input field containing "Asd Dk6"; "Step 3" points to the "Next" button.

5. On this page you will be asked to verify your alternate email, this email will be receiving a password reset code; After verifying click "Email"

The screenshot shows the "verification step 1 > choose a new password" page. It asks the user to "Please choose the contact method we should use for verification:". There are two radio button options: "Email my alternate email" (which is selected) and "Email my primary email". To the right, a message states: "You will receive an email containing a verification code at your alternate email address (sb*****@gmail.com)". A red arrow points from this message to the "Email" button. Another red arrow points from the text "Verify your email then click" to the "Email" button. A "Cancel" link is visible at the bottom left.

6. Enter the code received in your email on this page then click “Next”

VIU

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

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

Enter your verification code

Next

are you having a problem?

Step 1

Step 2

7. Then choose a new strong but memorable password on this page, then click “Finish”

VIU

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish Cancel

8. If all the steps were performed correctly you should see a screen similar to this confirming that your password has been reset. You can now login with your new password!

