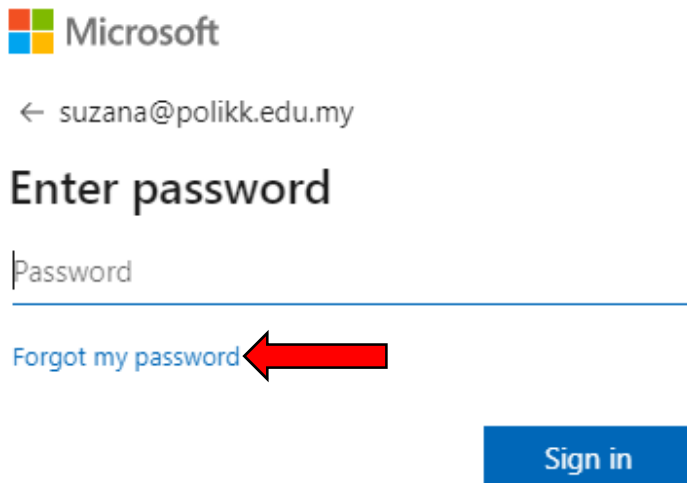


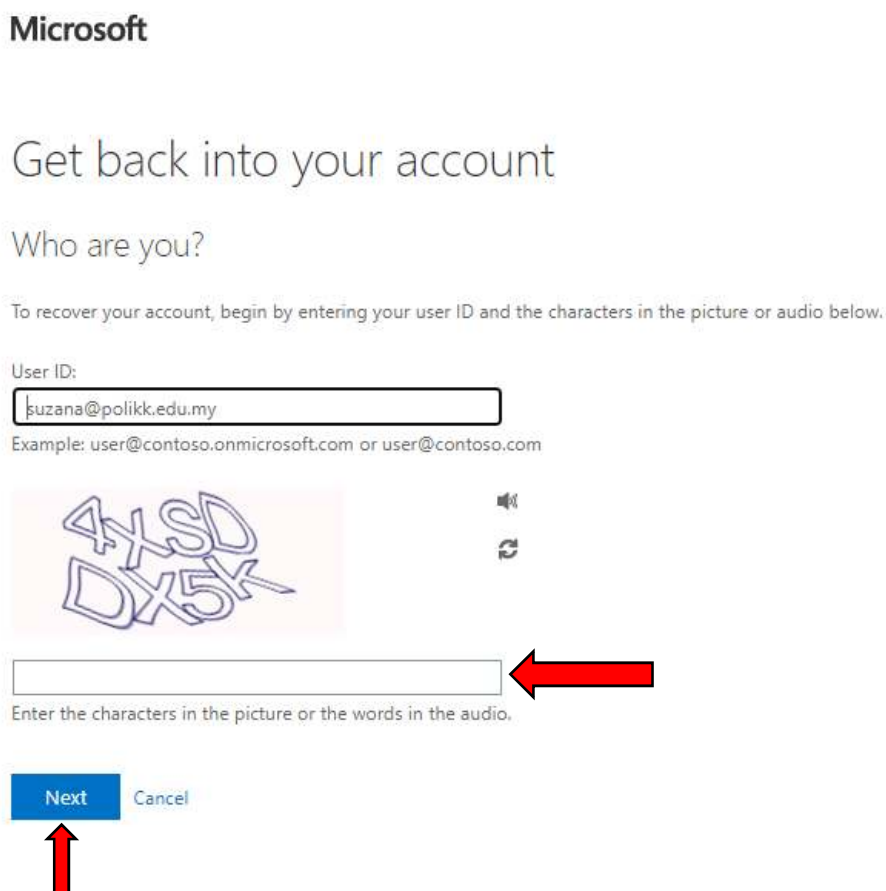
Panduan untuk *reset* kata laluan akaun M365

1. Klik pada *Forgot my password*.



The screenshot shows the Microsoft account login page. At the top left is the Microsoft logo. Below it is the email address 'suzana@polikk.edu.my' with a back arrow. The main heading is 'Enter password'. There is a password input field with the placeholder text 'Password'. Below the input field is a blue link 'Forgot my password' with a red arrow pointing to it from the right. At the bottom right is a blue 'Sign in' button.

2. Masukkan *characters* yang diberikan. Klik *Next*.



The screenshot shows the Microsoft account recovery page. At the top left is the Microsoft logo. Below it is the heading 'Get back into your account'. The question 'Who are you?' is displayed. Below this is the instruction: 'To recover your account, begin by entering your user ID and the characters in the picture or audio below.' There is a 'User ID:' label and an input field containing 'suzana@polikk.edu.my'. Below the input field is the example text: 'Example: user@contoso.onmicrosoft.com or user@contoso.com'. There is a picture of a distorted image with characters '4XSD' and 'DX5K'. To the right of the picture are a speaker icon and a refresh icon. Below the picture is an empty input field with a red arrow pointing to it from the right. Below the input field is the instruction: 'Enter the characters in the picture or the words in the audio.' At the bottom left are two buttons: 'Next' (highlighted in blue) and 'Cancel'. A red arrow points up to the 'Next' button.

3. Taipkan no telefon seperti yang telah didaftarkan pada fungsi **Self Reset Password**. Kemudian, klik *Text*.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Text my mobile phone	In order to protect your account, we need you to enter your complete mobile phone number (*****18) below. You will then receive a text message with a verification code which can be used to reset your password.
<input type="radio"/> Call my mobile phone	

0168487718

Text

4. Sila masukkan kod verifikasi yang diterima dan klik *Next*.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Text my mobile phone	We've sent you a text message containing a verification code to your phone.
<input type="radio"/> Call my mobile phone	

441646

Next Try again Contact your administrator

5. Masukkan kata laluan yang baharu.

Microsoft

Get back into your account

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

* Enter new password:

Password strength

* Confirm new password:

Finish

Cancel

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.

6. Klik butang Finish.

Microsoft

Get back into your account

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

* Enter new password:

strong

* Confirm new password:

Finish

Cancel

7. Kata laluan berjaya di *reset*. Anda boleh log in ke dalam akaun M365.

Microsoft

Get back into your account

✔ Your password has been reset

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

