

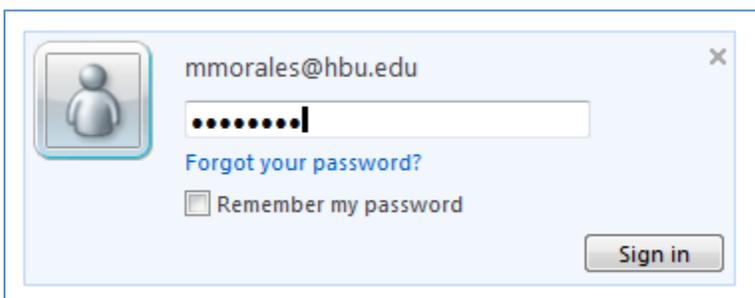
Security Question and Password Reset Instructions

Introduction:

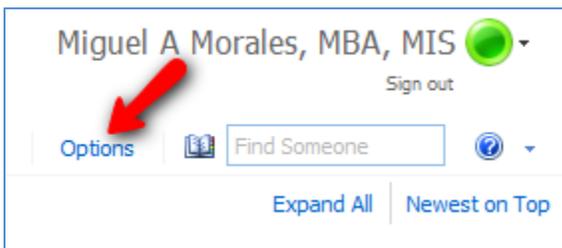
It is very important to complete the Security Question information just in case you forget your password. Outlook Live provides two mechanisms to reset your password; one is answering the security secret question and the other one by providing an alternate email address (like Hotmail, Gmail, etc.). These are the instructions.

Part-I: Security Question and Secret Answer:

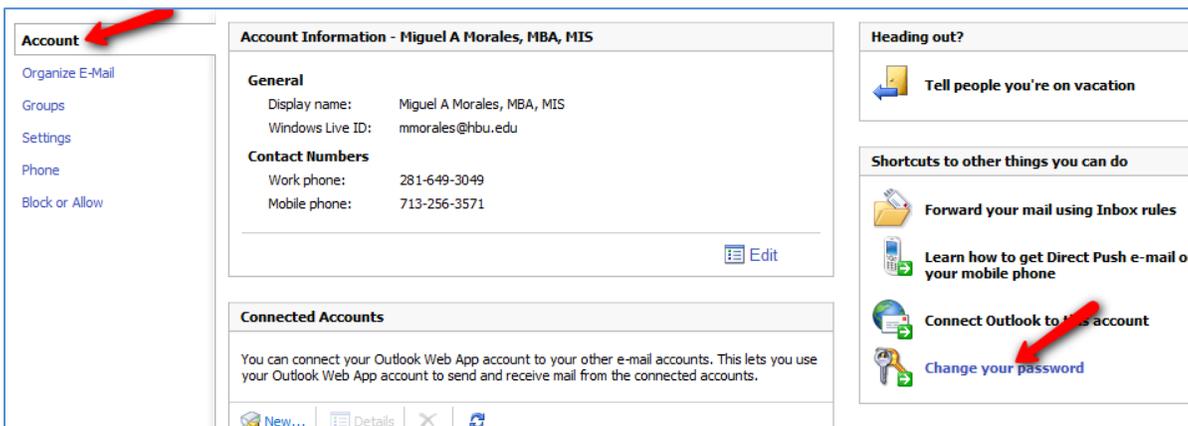
1. Login to your Outlook Live



2. From the top right, select Options.

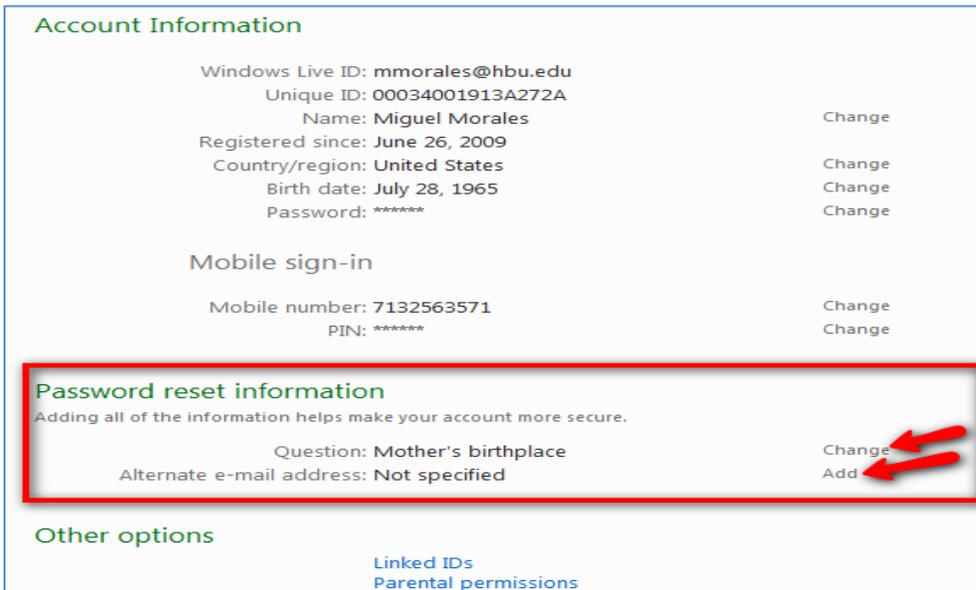


3. From the right side of the screen click on "Change your password" link.



Security Question and Password Reset Instructions

4. A new window opens. Scroll down and look for the Password reset information section. Here you will add the information for the Question and for the Alternate email address. First, let's click on **Add** next to "Question:" (Change, if you previously added the information).



Account Information

Windows Live ID: mmorales@hbu.edu
Unique ID: 00034001913A272A
Name: Miguel Morales [Change](#)
Registered since: June 26, 2009
Country/region: United States [Change](#)
Birth date: July 28, 1965 [Change](#)
Password: ***** [Change](#)

Mobile sign-in

Mobile number: 7132563571 [Change](#)
PIN: ***** [Change](#)

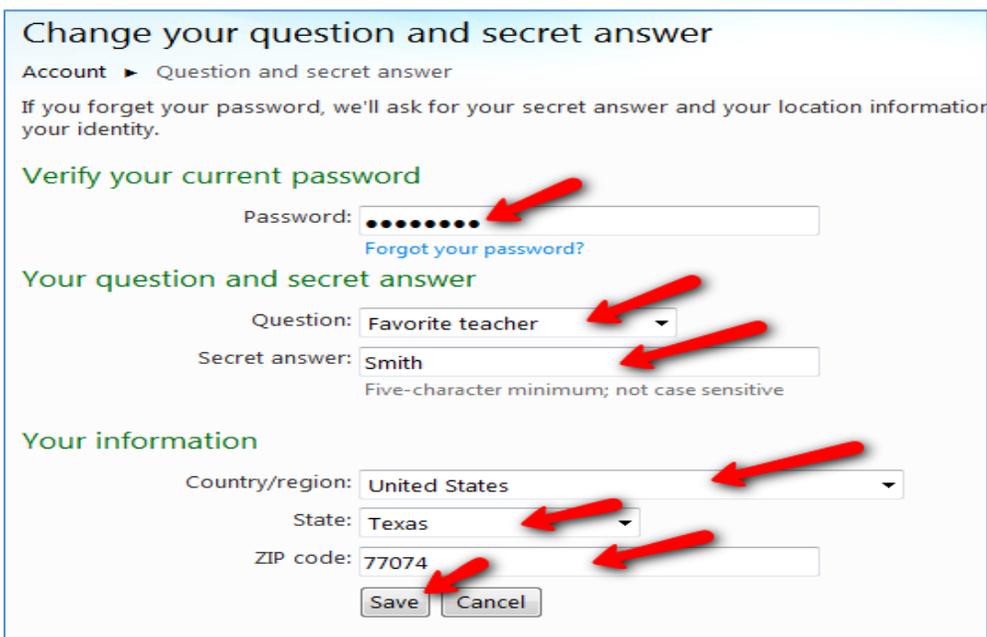
Password reset information
Adding all of the information helps make your account more secure.

Question: Mother's birthplace [Change](#)
Alternate e-mail address: Not specified [Add](#)

Other options

[Linked IDs](#)
[Parental permissions](#)

5. The Change your question and secret answer page appears. Enter your password, the security question and secret answer in the fields provided. Also, provide the Country, State and Zip Code. Click Save.



Change your question and secret answer

Account ► Question and secret answer

If you forget your password, we'll ask for your secret answer and your location information to verify your identity.

Verify your current password

Password: [Forgot your password?](#)

Your question and secret answer

Question:

Secret answer:
Five-character minimum; not case sensitive

Your information

Country/region:

State:

ZIP code:

Security Question and Password Reset Instructions

- This will take you back to the profile page in step 4. Now, click **Add** next to “Alternate e-mail address” (Change, if you previously added the information). This will take you to the Add or change your alternate e-mail address page. Enter your password and your personal email address (e.g., Hotmail, Gmail, Yahoo, etc.). Retype it. Click Save.

Add or change your alternate e-mail address

Account ► Alternate e-mail address

You can use an existing e-mail address as your alternate e-mail address; if you forget your password, we'll send reset instructions to your alternate e-mail address.

Password: [Forgot your password?](#)

Type alternate e-mail address:

Retype alternate e-mail address:

- This will take you back to the profile page. Now you see that both, the Question / Secret Answer, and the Alternate email address are set up.

Account overview

Your information has been saved.

Account Information

Windows Live ID: mmorales@hbu.edu	
Unique ID: 00034001913A272A	
Name: Miguel Morales	Change
Registered since: June 26, 2009	
Country/region: United States	Change
Birth date: July 28, 1965	Change
Password: *****	Change

Mobile sign-in

Mobile number: 7132563571	Change
PIN: *****	Change

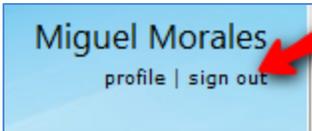
Password reset information

Adding all of the information helps make your account more secure.

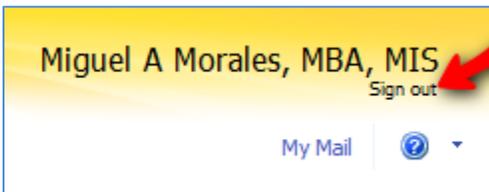
Question: Favorite teacher	Change
Alternate e-mail address: miguelmorales728@hotmail.com	Change

Security Question and Password Reset Instructions

8. From top right click Sign out. And close the current active window.

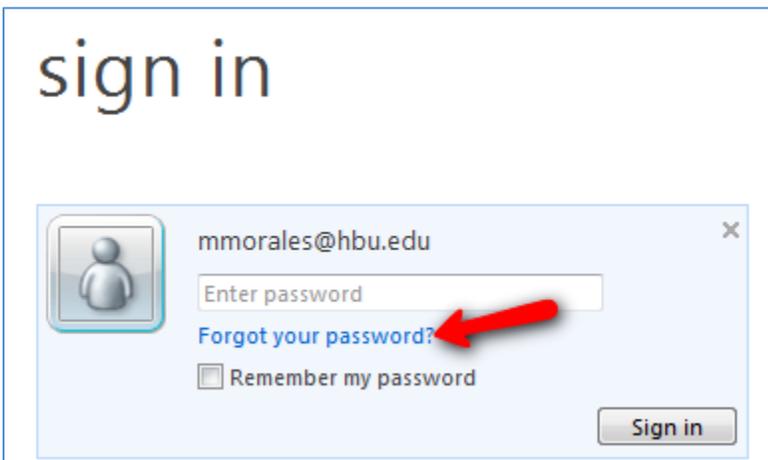


9. From the Outlook Live web client page, click Sign out.



Part-II: Password Reset:

10. If you forget your password click on the "Forgot your password?" link.



Security Question and Password Reset Instructions

11. The Password Reset page appears. For security reasons, the system will ask for the characters in the picture. Enter those characters in the field provided. Click Continue.

Reset your password

Before you can reset your password, you need to type your Windows Live ID and the characters in the picture.

Windows Live ID:
Example: someone@example.com

Picture:   
Type the 6 characters you see in the picture

Characters:

12. The first method of password reset is by means of the Security Question and Secret Answer. If you have not setup a Security Question and Secret Answer, try the second method below in step 15 or contact the Helpdesk at x.3410. Enter the country, state, zip code and the **Secret Answer** to your Security Question. Click Continue.

Use my location information and secret answer to verify my identity

Country/region:

State:

ZIP code:

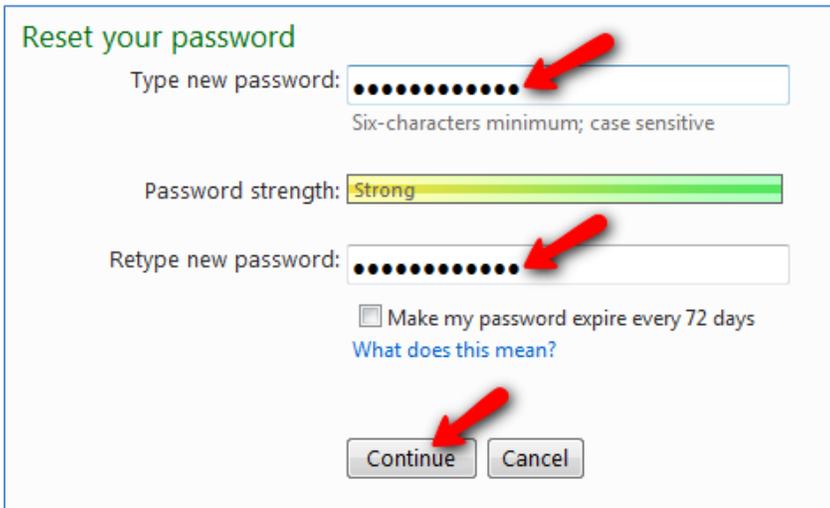
Question: Favorite teacher

Secret answer:

Send password reset instructions to me in e-mail

Security Question and Password Reset Instructions

13. Next, enter a new password for your Outlook Live account. Retype it. Make sure that this password is a strong one. Use letters, numbers and special characters. Click Continue.



Reset your password

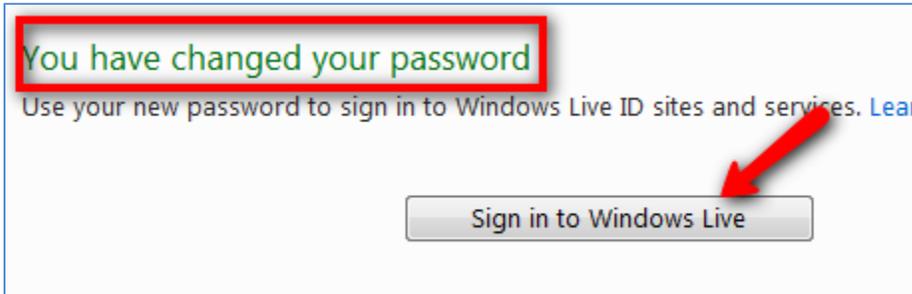
Type new password: Six-characters minimum; case sensitive

Password strength: **Strong**

Retype new password:

Make my password expire every 72 days
[What does this mean?](#)

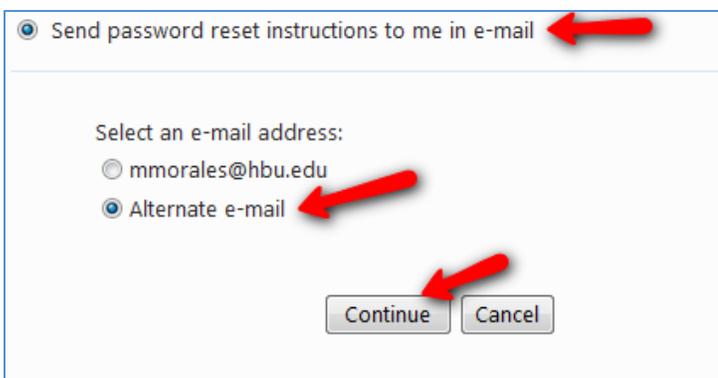
14. The following page shows that you have changed your password. Click on the “Sign in to Windows Live” button or go to <http://www.outlook.com> and try to login again.



You have changed your password

Use your new password to sign in to Windows Live ID sites and services. [Learn more](#)

15. The second method will send an email message to your alternate email address with instructions on how to reset your password. Select the “Send password reset instructions to me in e-mail” radio button. Select the Alternate e-mail option. Click Continue. Again, if you have not setup an alternate email address, contact the Helpdesk at x.3410.



Send password reset instructions to me in e-mail

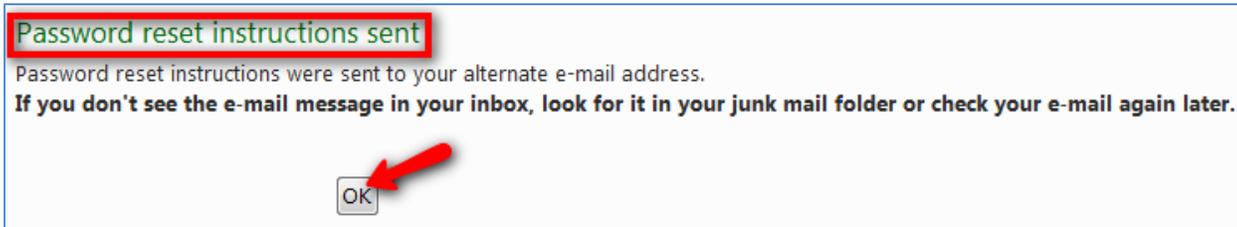
Select an e-mail address:

mmorales@hbu.edu

Alternate e-mail

Security Question and Password Reset Instructions

16. The following page shows the message “Password reset instructions sent”. Click Ok. Close the active window. Go to your personal email (Hotmail, Gmail, Yahoo, etc.) and check the email with the instructions to reset your password. If it is not in the Inbox, check your spam filter or other mail boxes.



17. Finally, if your password reset process is not successful, contact the Helpdesk at helpdesk@hbu.edu or call x.3410.

By: Miguel Morales
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x.3049