



# Account Access & Credentials Reset Guide

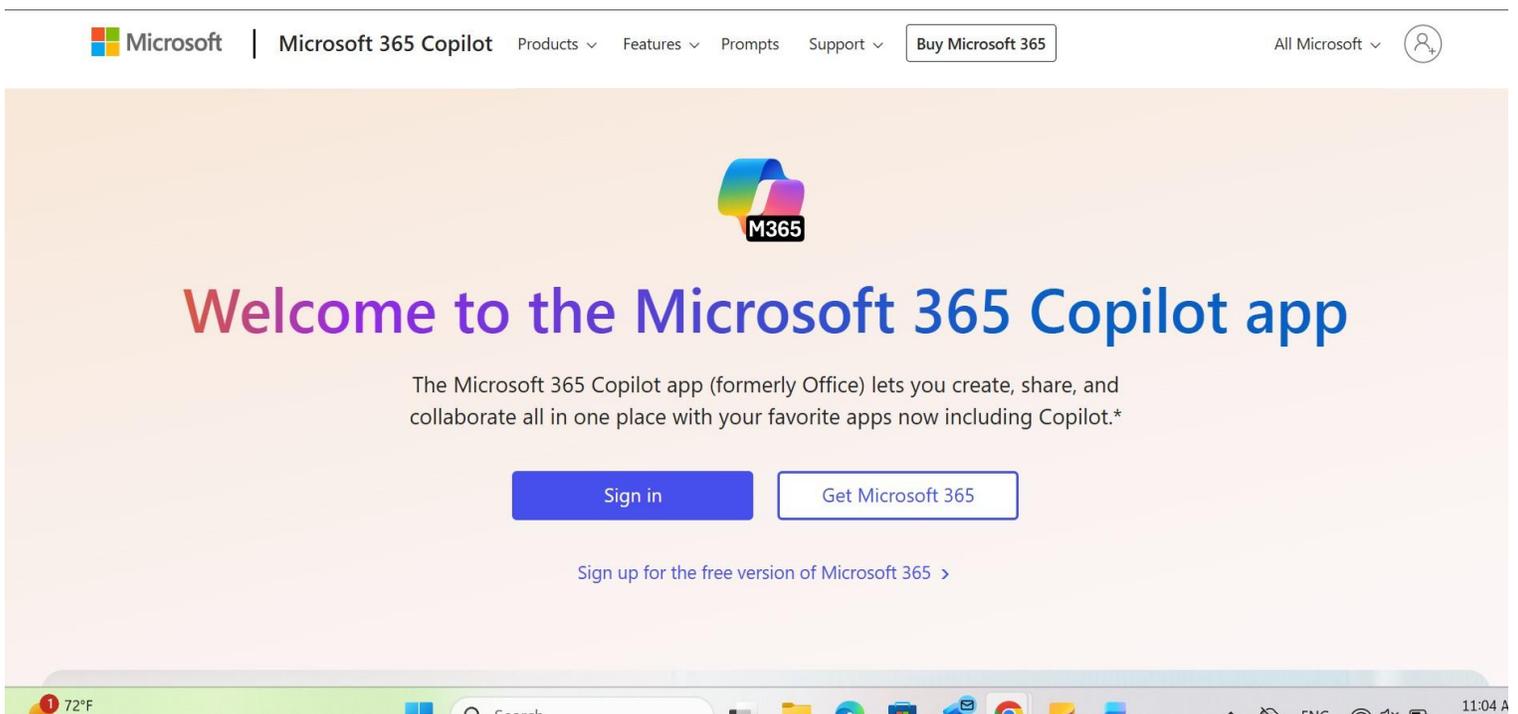
This guide provides clear, step-by-step instructions for staff and students of The British University in Egypt on how to reset or change their BUE account passwords securely. It outlines the procedure for users who have forgotten their credentials, explains how to update existing passwords, and highlights essential security practices to protect account information. The document aims to ensure quick account recovery, maintain data integrity, and enhance overall cybersecurity awareness across the university community.

**1- If you don't remember your BUE account details or changed your registered cellphone number, please contact [ITsupport@bue.edu.eg](mailto:ITsupport@bue.edu.eg) from your personal email for assistance.**

## 2- Resetting Your Account Password:

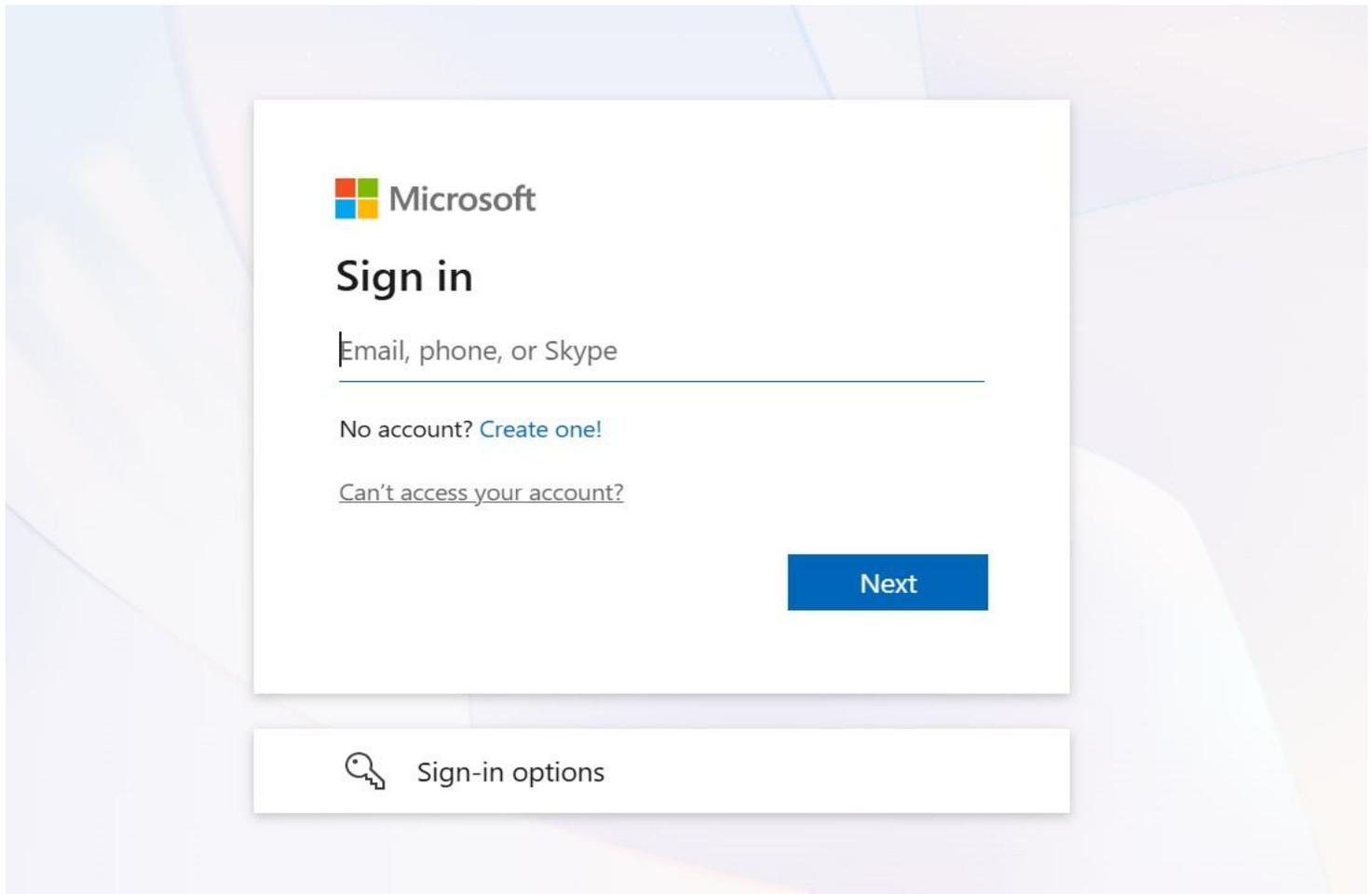
Reset password is the action of invalidating the current password for an account on a website, service, or device, and then creating a new one. A password may be reset using the settings of the software or service. Why is the Process of a Password Reset Important? Password reset is an important process for staff and students. Staff and students need access to their accounts as quickly as possible when they've forgotten their password (which – they will), and businesses need to make sure that the process is quick and easy for them (which is – inevitable).

2.1 Open [www.office.com](http://www.office.com) and click **Sign in**.

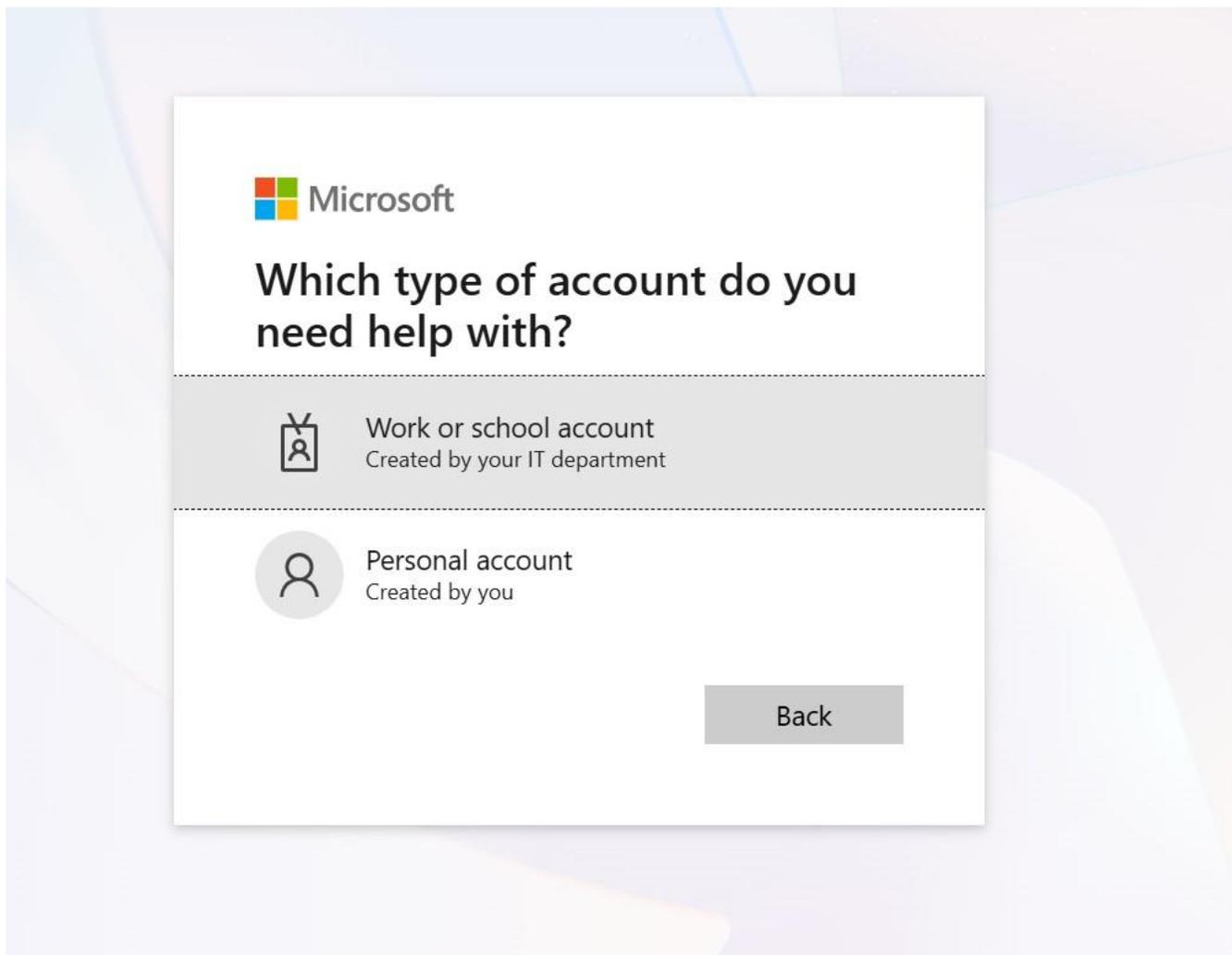


The screenshot shows the Microsoft 365 Copilot app landing page. At the top, there is a navigation bar with the Microsoft logo, "Microsoft 365 Copilot", and links for "Products", "Features", "Prompts", "Support", and "Buy Microsoft 365". A user profile icon is visible in the top right corner. The main content area features the M365 logo, a large heading "Welcome to the Microsoft 365 Copilot app", and a sub-heading "The Microsoft 365 Copilot app (formerly Office) lets you create, share, and collaborate all in one place with your favorite apps now including Copilot.\*". Below this, there are two buttons: "Sign in" and "Get Microsoft 365". A link "Sign up for the free version of Microsoft 365 >" is also present. The bottom of the screenshot shows a Windows taskbar with the date and time "11:04 A" and the temperature "72°F".

## 2.2 Select “Can’t access your account?”



## 2.3 Choose “Work or school account”



## 2.4 Enter your full university email address:

([name@bue.edu.eg](mailto:name@bue.edu.eg))



## 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: \*

Example: user@contoso.onmicrosoft.com or user@contoso.com



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

Next

Cancel

## 2.5 Complete the CAPTCHA verification as shown on the screen.

## 2.6 Enter your registered **cellphone number** and choose **Text** to receive a verification code.



### 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:

Text my mobile phone

Call my mobile phone

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

Text

## 2.7 Enter the verification code received on your phone, then click **Next**.



# 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:

Text my mobile phone

Call my mobile phone

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

Cancel

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## 2.8 Create a **new password** and please consider the following:

- **Minimum 8 characters.**
- **Must include uppercase, lowercase, numbers, and special symbols(e.g., @, &, \$).**
- **Also don't use an old password**



## Get back into your account

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

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\* Enter new password:

**Minimum 8 characters.**

\* Confirm new password:

**Must include uppercase, lowercase, numbers, and special symbols (e.g., @, &, \$).**

**Also don't use an old password**

**Finish**

Cancel

## 2.9 Click **Finish** - your password has been successfully reset.

Microsoft

Get back into your account

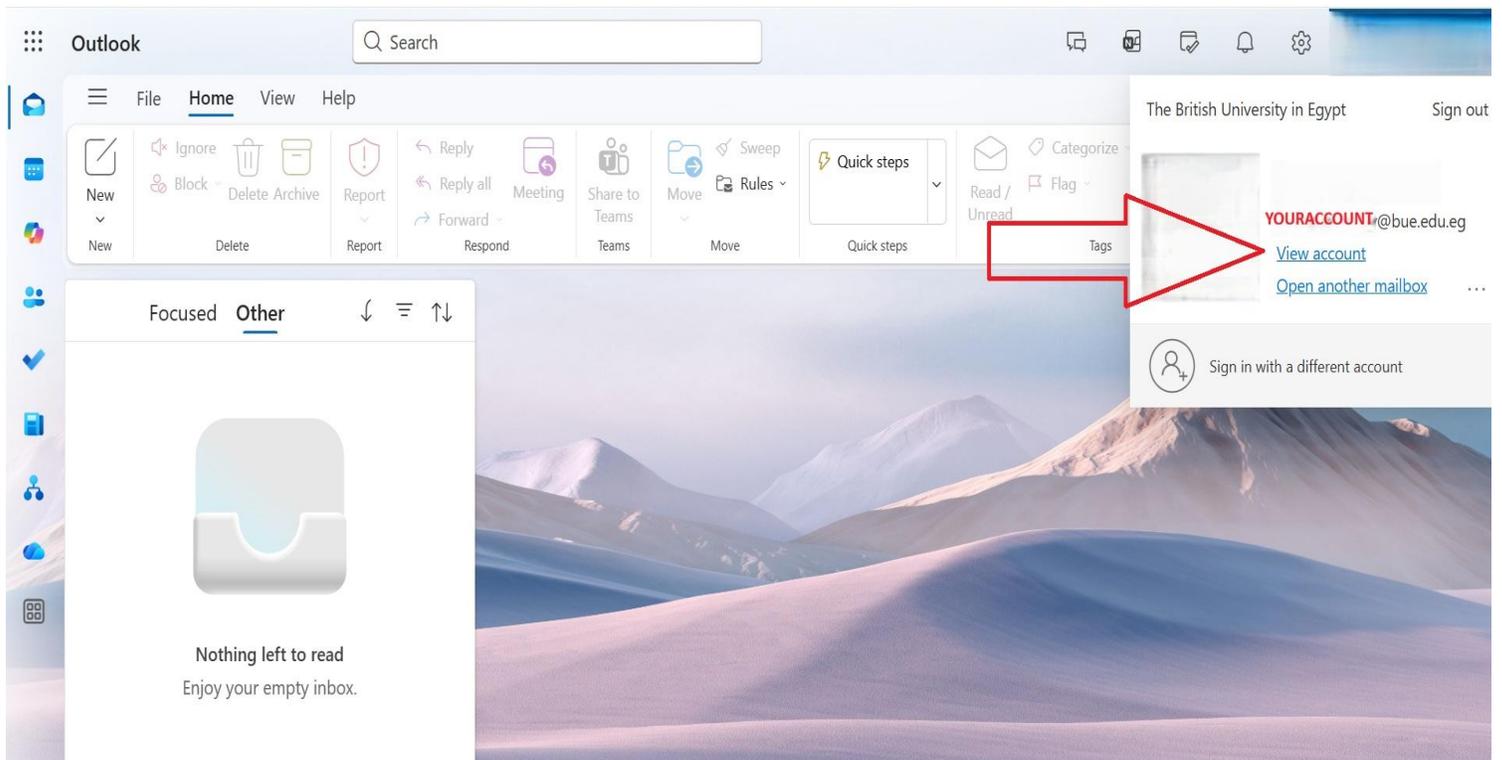
✔ Your password has been reset

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

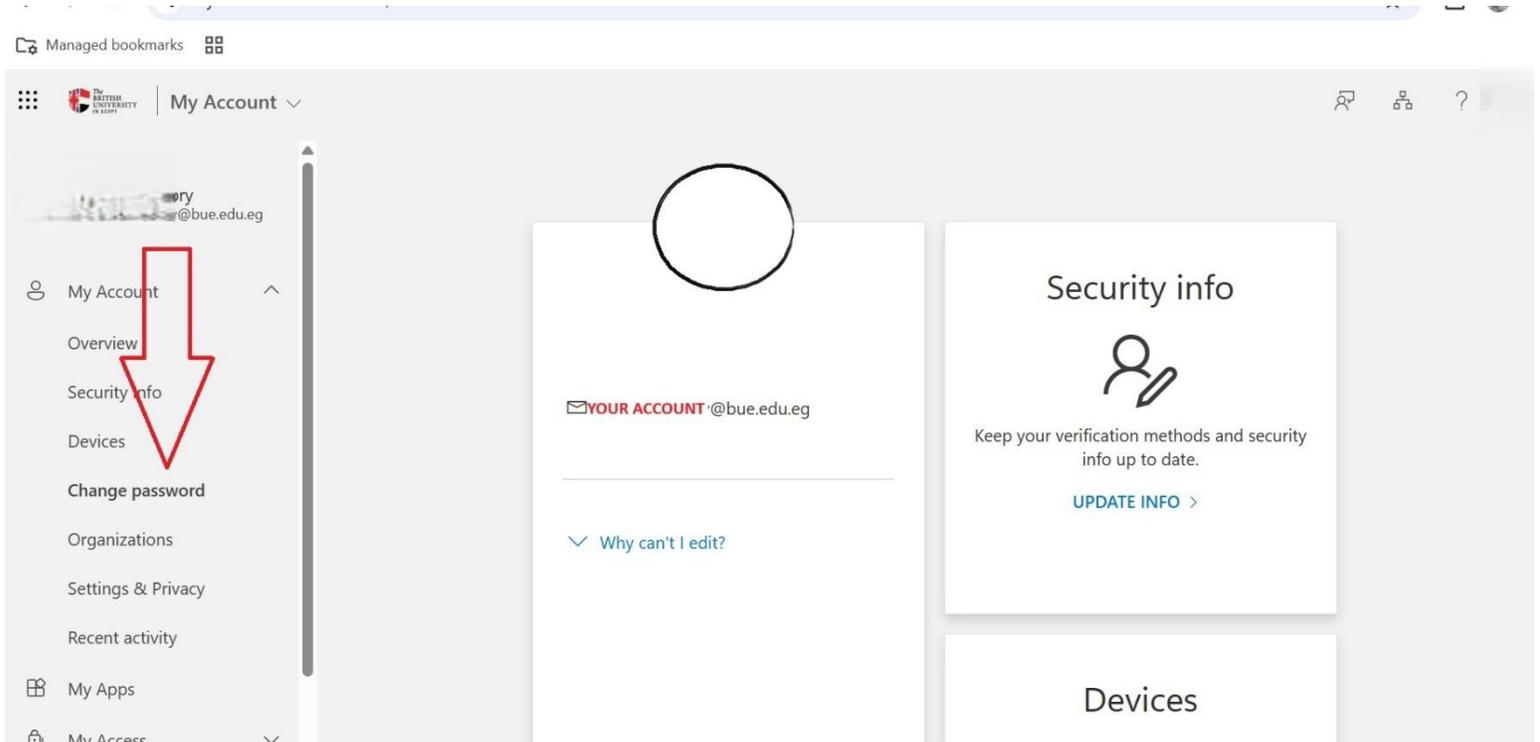
### 3- Changing Your Current Password:

If you know your current password but wish to change it for security reasons, open your email on any web browser and follow the following screenshot steps:

#### 3.1 Click your account name on the top right corner and choose view Account

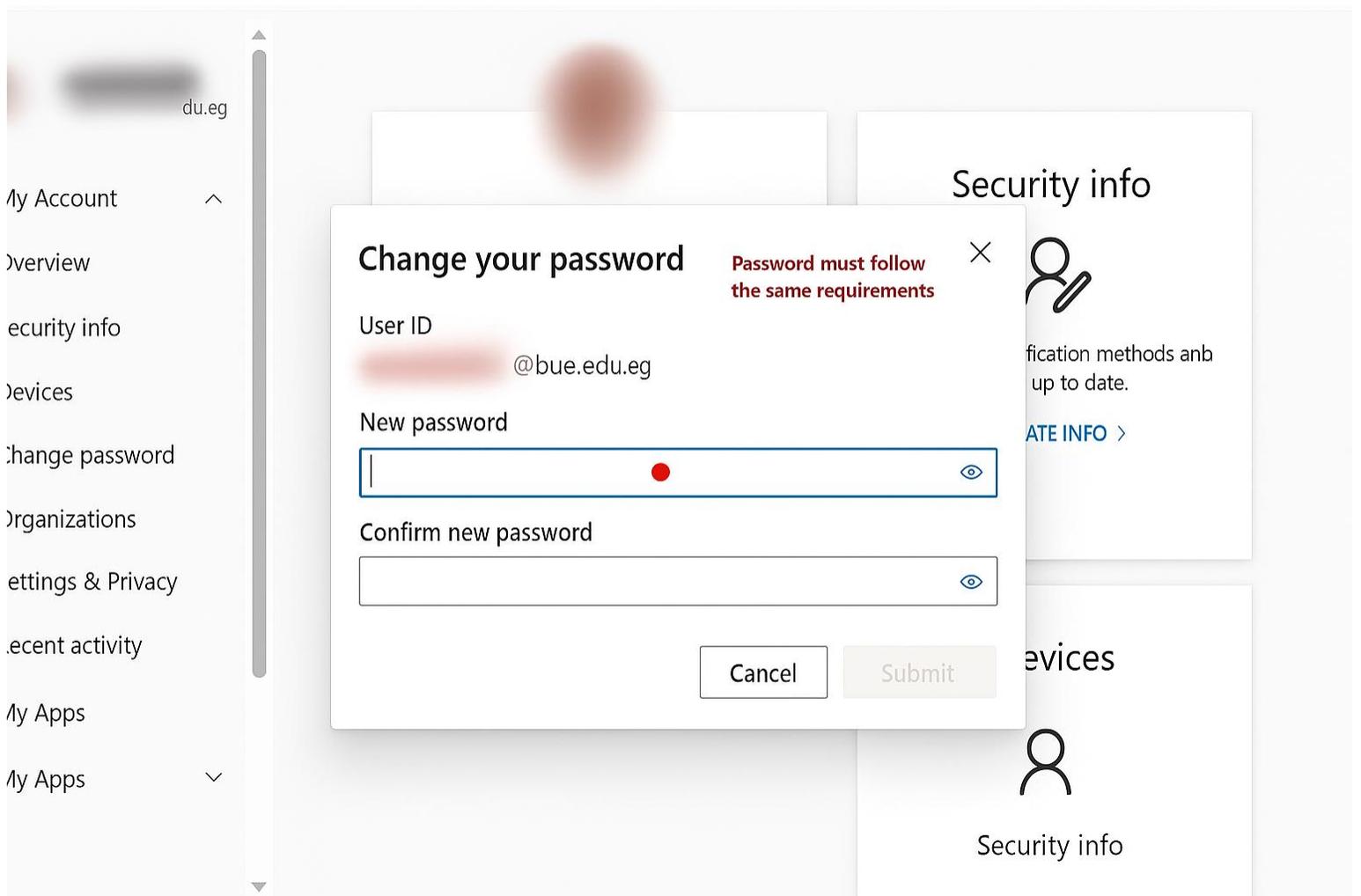


### 3.2 Under **Security Info**, choose **“Change Password.”**



### 3.3 Enter your **new password** twice to confirm.

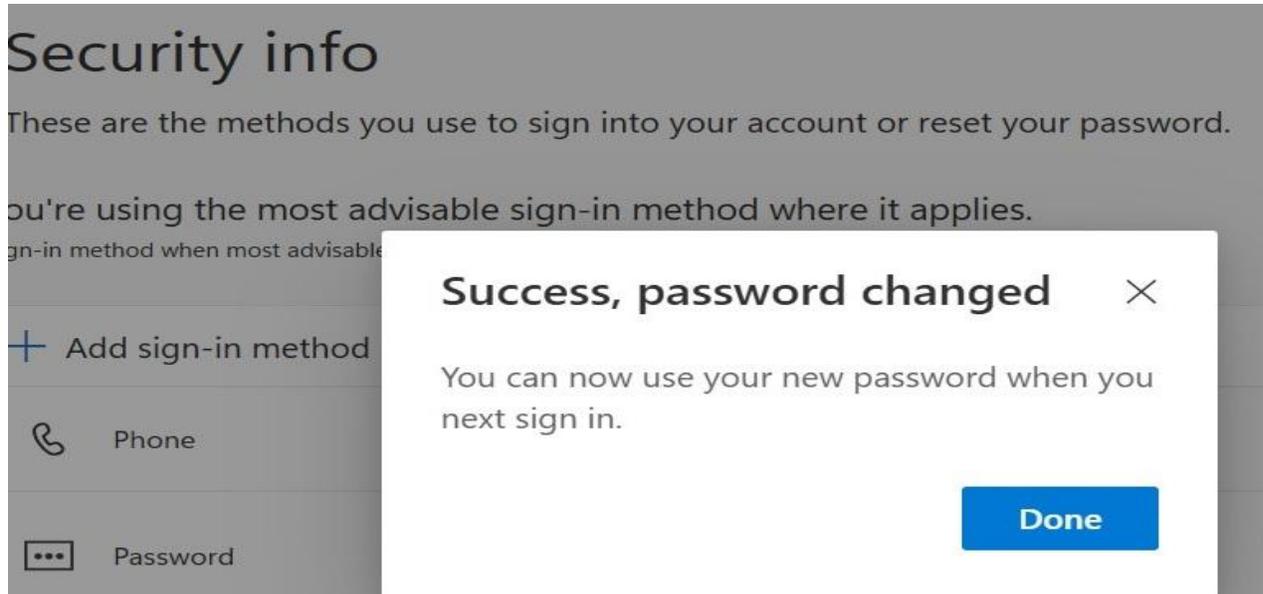
- **Minimum 8 characters.**
- **Must include uppercase, lowercase, numbers, and special symbols (e.g., @, &, \$).**
- **Also don't use an old password**



The screenshot shows a user account settings page with a sidebar on the left containing options like 'My Account', 'Overview', 'Security info', 'Devices', 'Change password', 'Organizations', 'Settings & Privacy', 'Recent activity', 'My Apps', and 'My Apps'. The main content area is titled 'Security info' and includes a section for 'Verification methods and up to date.' with a link 'UPDATE INFO >'. A modal dialog box titled 'Change your password' is open in the foreground. It contains the following fields and elements:

- Title:** Change your password
- Requirement:** Password must follow the same requirements
- User ID:** [Redacted] @bue.edu.eg
- New password:** [Redacted] (with a red dot indicating a password strength indicator and an eye icon for visibility toggle)
- Confirm new password:** [Redacted] (with an eye icon for visibility toggle)
- Buttons:** Cancel and Submit

### 3.4 Save your changes — your password is now updated



## Important Security Tips

- **Avoid reusing old passwords or simple patterns.**
- **Never share your credentials with others.**
- **Change your password periodically (every 90 days recommended).**
- **Password should not include any part of the email address such as First Name, Student ID Number, the following phrases (bue, edu, eg).**
- **If you suspect unauthorized access, reset your password immediately and notify IT Support.**
- **If you face any issues during the password reset or change process, please contact [ITsupport@bue.edu.eg](mailto:ITsupport@bue.edu.eg) for assistance.**