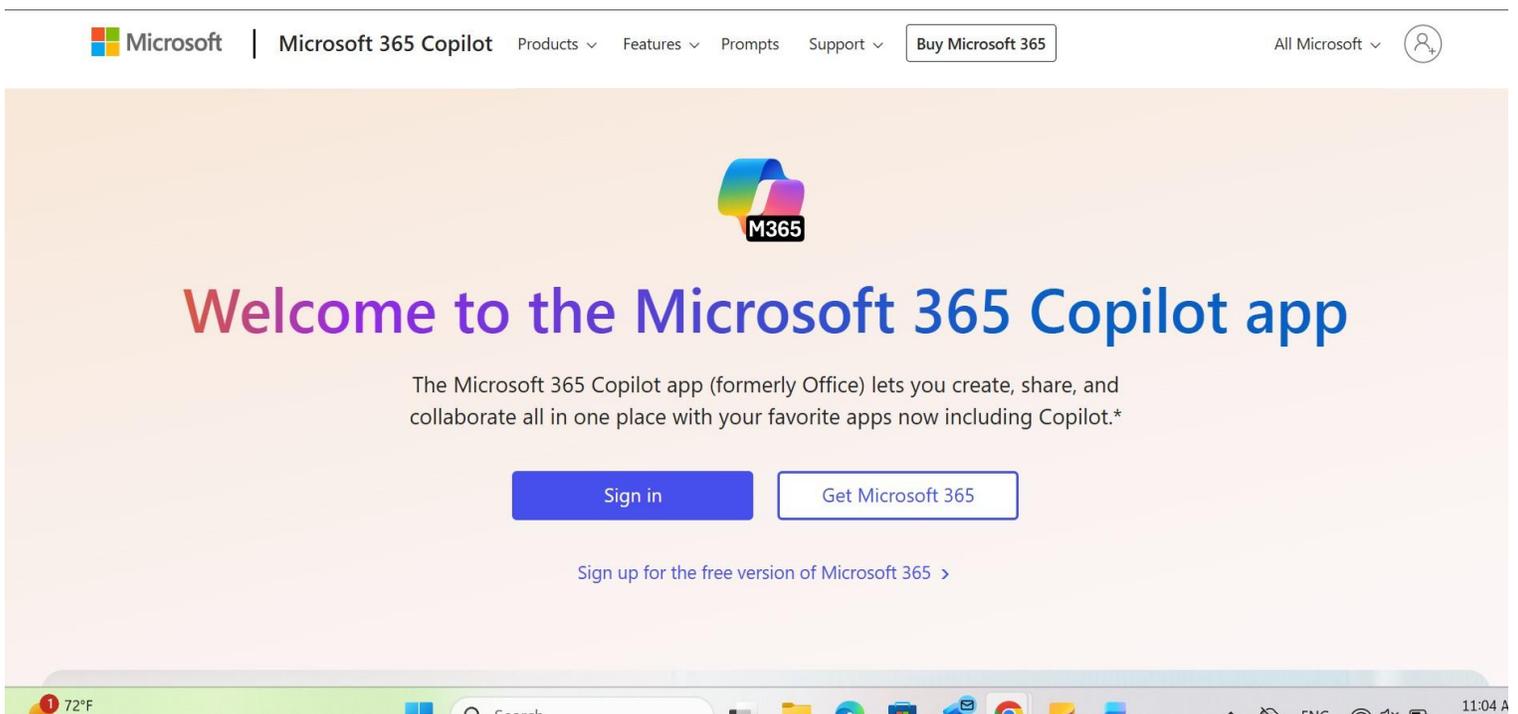# Account Access & Credentials Reset Guide

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== **from your personal email for assistance.**
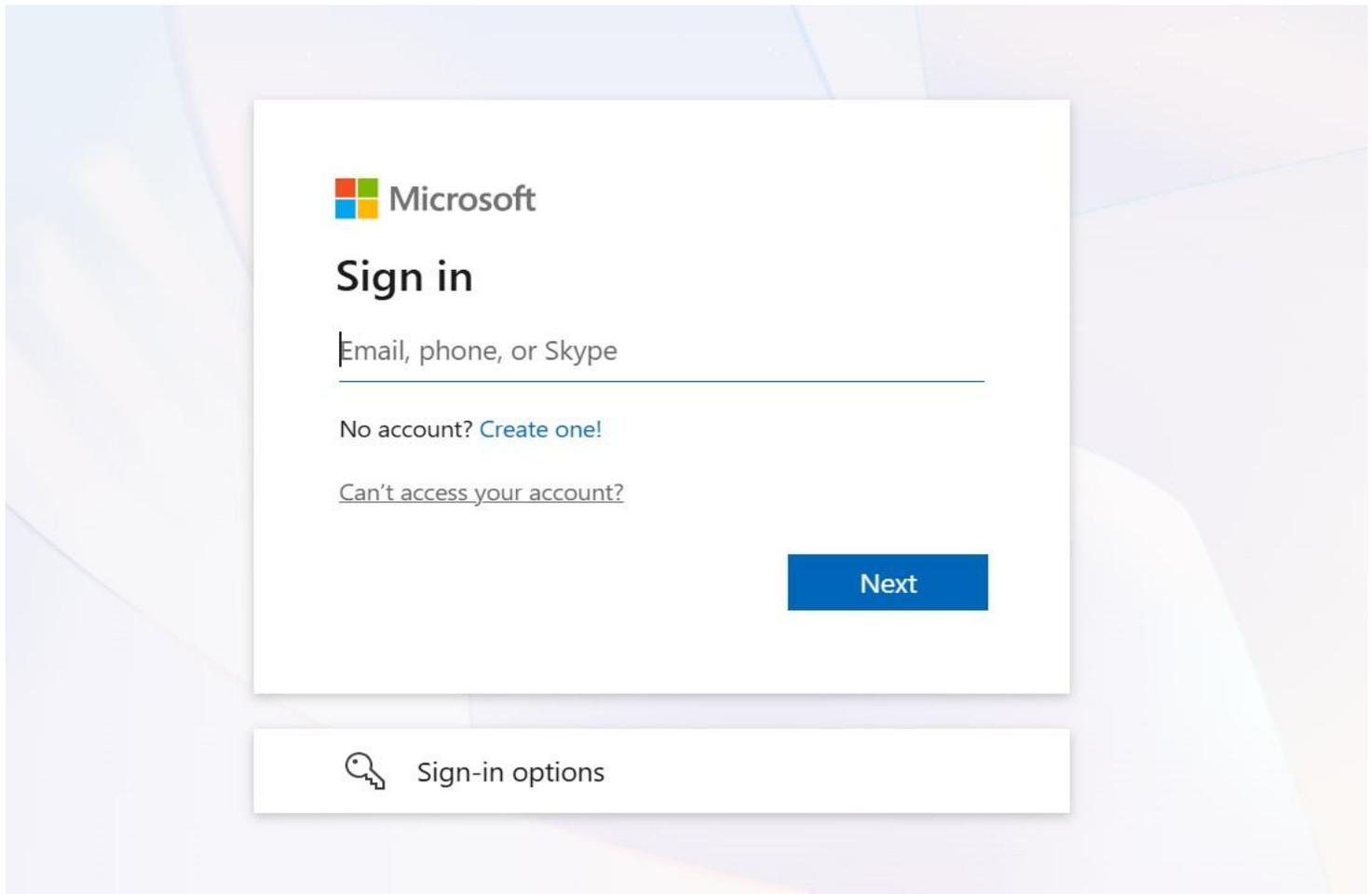
2- Resetting Your Account Password:

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** and click **Sign in**.

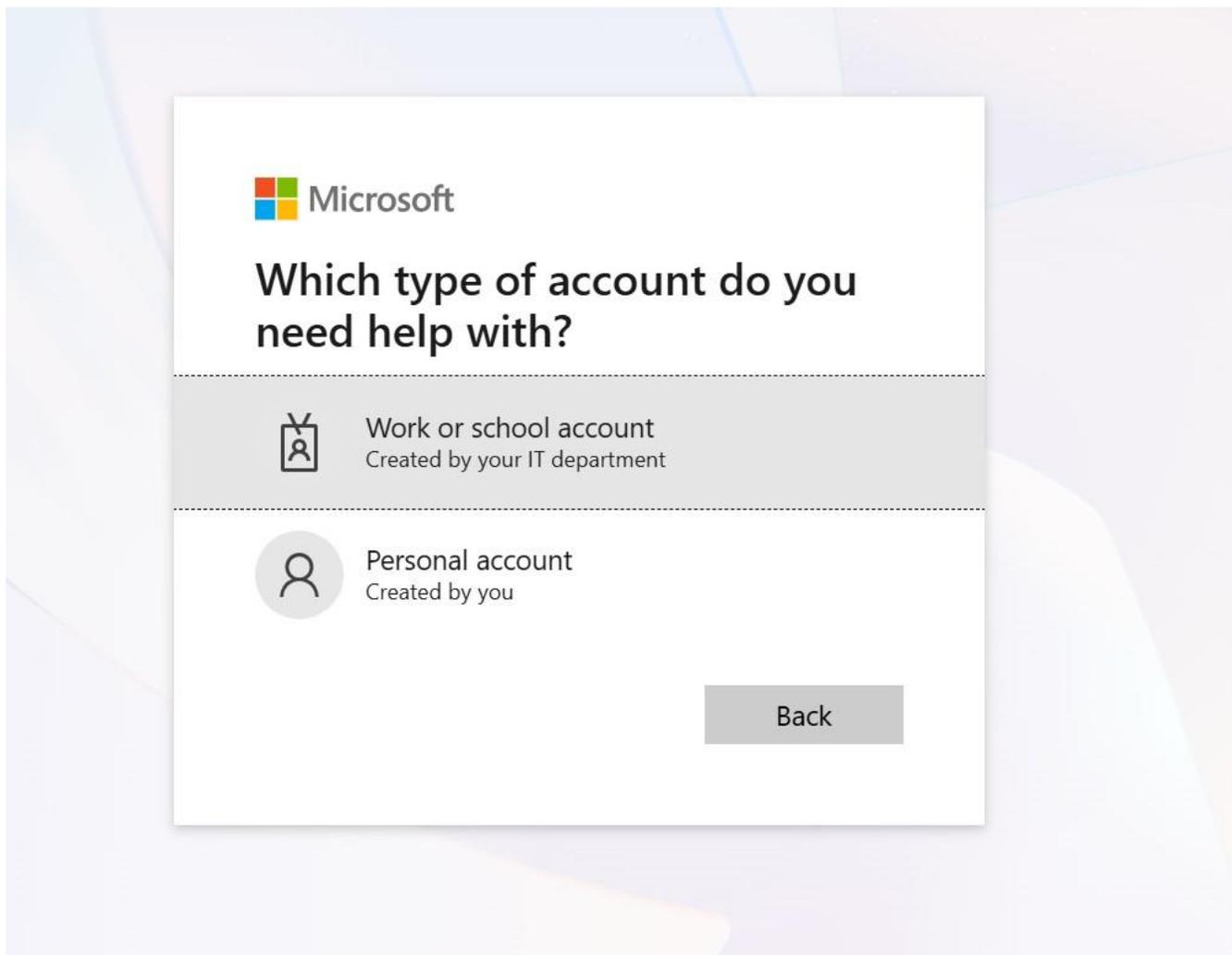## 2.2 Select **"Can't access your account?"**

2.3 Choose **"Work or school account"**

2.4   Enter your full university email address:

(name@bue.edu.eg)

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

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.

01111111111

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

Please choose the contact method we should use for verification:

● Text my mobile phone	We've sent you a text message containing a verification code to your phone.
○ Call my mobile phone	Enter your verification code
	Next

Cancel

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**

* Enter new password:

Minimum **8 characters.**

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

* Confirm new password:

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
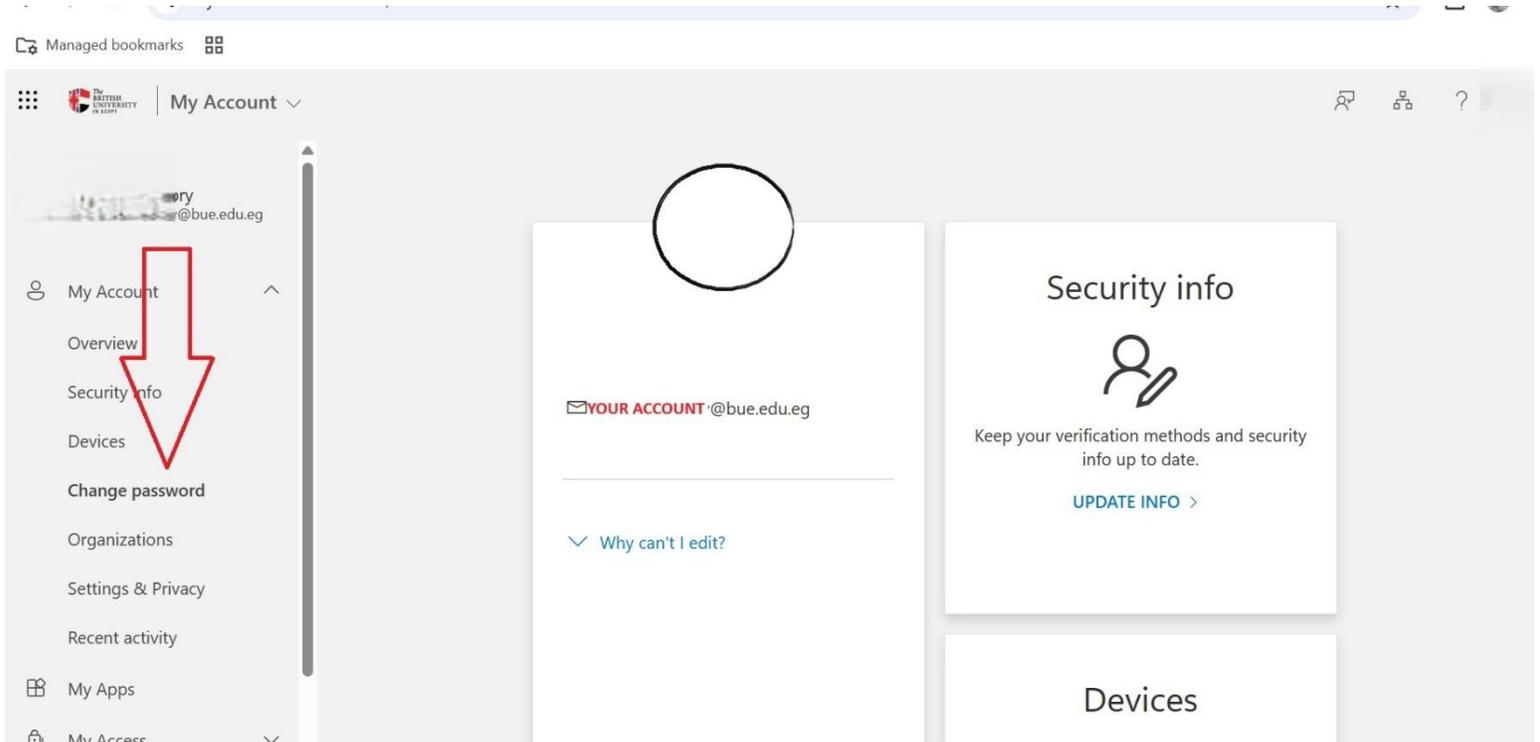
To sign in with your new password, click here.

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:

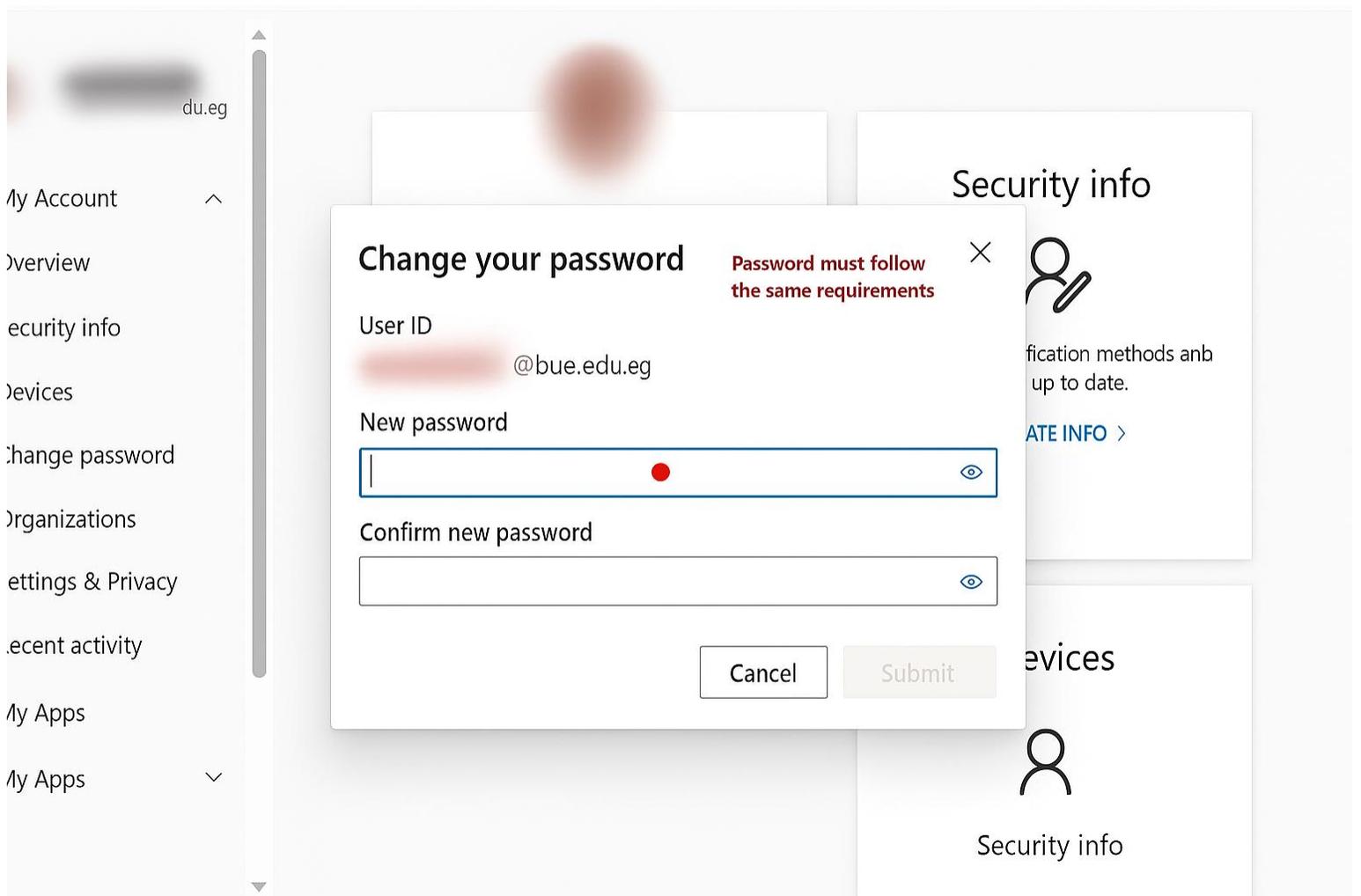3.1 Click your account name on the top right corner and choose view Account
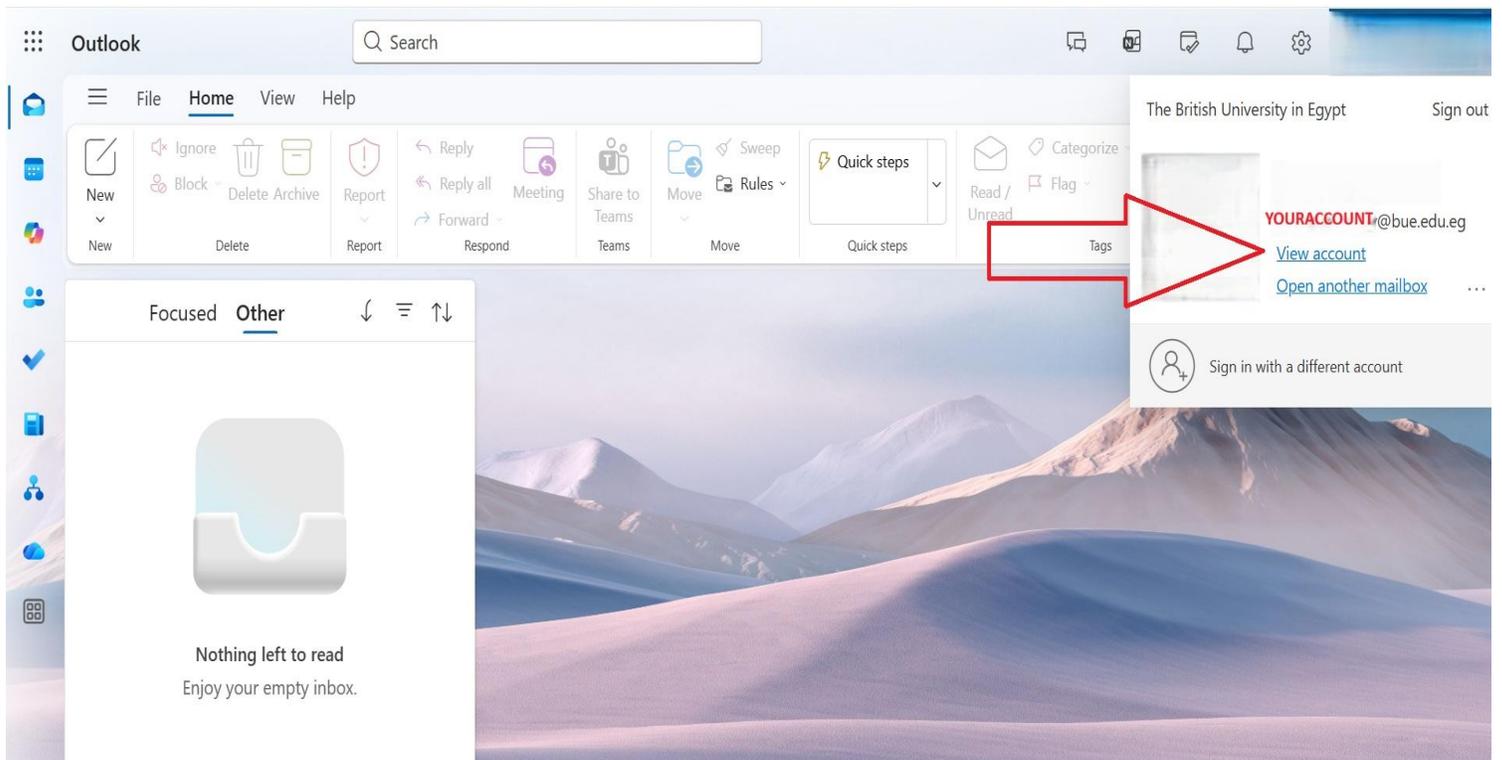
3.2 Under **Security Info**, choose **"Change Password."**
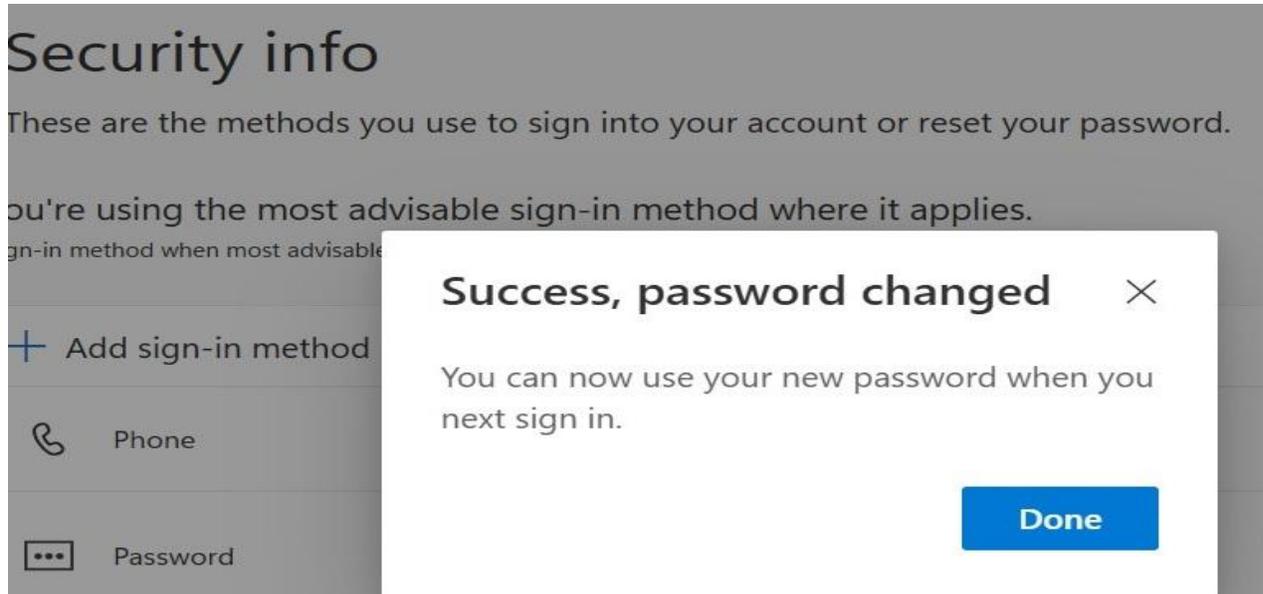
3.3 Enter your **new password** twice to confirm.

➢ Minimum **8 characters.**

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

➢ Also don't use an old password

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 for assistance.**