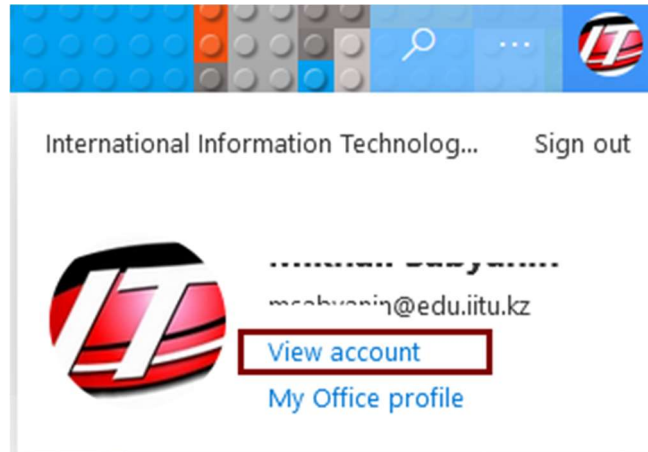
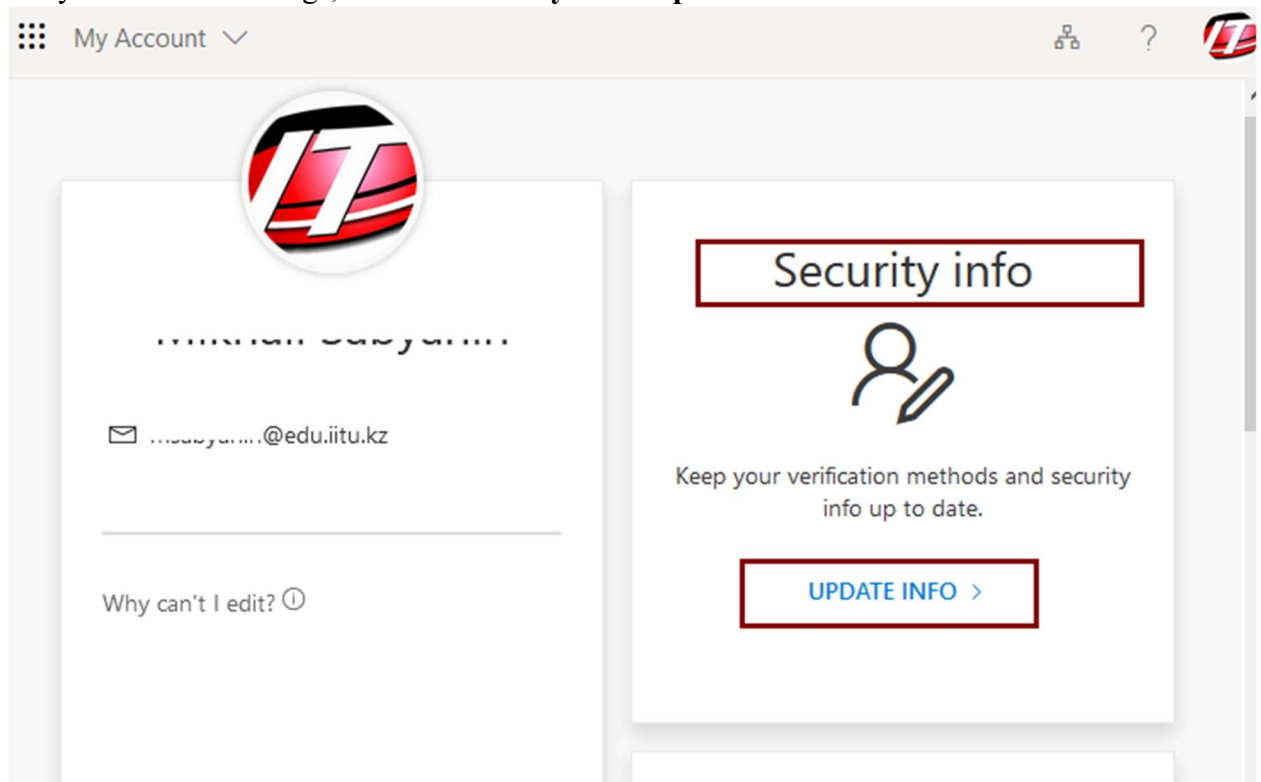


**Instructions for filling in data
for self-service password recovery**

1. Go to the office com portal with your valid username and password.
2. Go to your account settings - in the upper right on the icon or photo - **View account**:



1. In your account settings, find the **Security info** - **update info**:



1. Check the data for recovery: mobile phone number and personal email address, add these data if they are missing:

My Sign-Ins ▾

- Overview
- Security info**
- Organizations
- Devices
- Privacy

Security info

These are the methods you use to sign into your account or reset your password.

+ Add method

Phone

Email

Lost device? [Sign out everywhere](#)

Add a method

Which method would you like to add?

Authenticator app

Authenticator app

Phone

- Mobile phone:

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

Kazakhstan (+7)

Text me a code

Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Cancel

Next

Enter the verification code sent via SMS for confirmation

- *Personal email address:*

Email

What email would you like to use?

.....,.....@gmail.com

Cancel

Next

Enter the verification code sent to your e-mail for confirmation

2. Now your information for self-service password recovery is up-to-date, and you can restore access to your account at any time if necessary.

Security info Email was successfully registered

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - call +7 [Change](#)

[+ Add method](#)

Phone	+7	Change	Delete
Email,.....@gmail.com	Change	Delete

If you have forgotten your password, when entering the office.com portal, select - **Forgot my password:**



← msasjama...@edu.iitu.kz

Enter password

Password

[Forgot my password](#)

[Sign in](#)

Then, after entering the captcha, use the recovery method by sending an SMS to your mobile phone number or via your personal email address:

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:

YourID@edu.iitu.kz

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



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

[Next](#)

[Cancel](#)

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

You will receive an email containing a verification code at your alternate email address (...*****@gmail.com).

Email