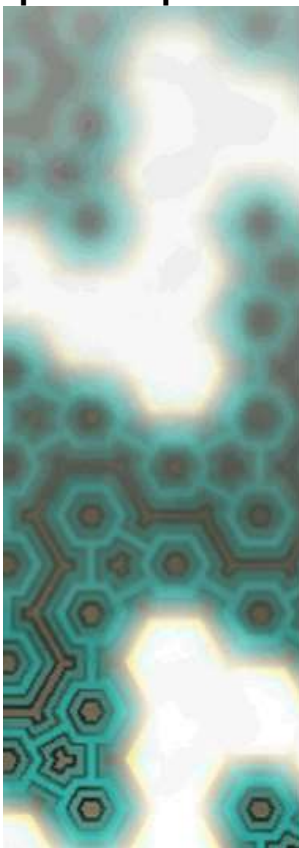




Harrisburg University of Science and Technology Password Management

Harrisburg University will be changing our password reset application. The former method of changing your password on MyHU will be discontinued and all resets will need to be done through the Office 365 portal. Upon first login to Office 365 or your HU email, you will be asked to update alternate contact information. Please enter at least one alternate method of contact that is available to you. If you do forget your password for your HU online services, Microsoft will contact the alternate method to verify your identity.

On first sign in to your email, you will see this button. Follow the steps to complete the process.



Don't lose access to your account



FAStudent@my.harrisburgu.e...

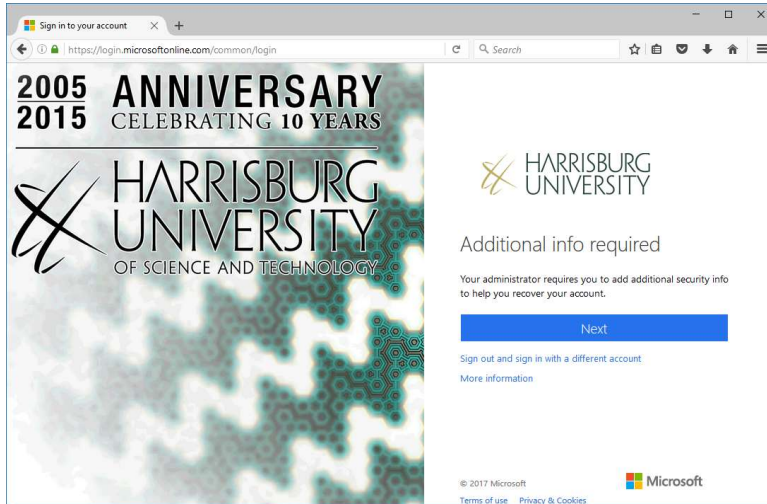
Add information to your account so you don't lose access if you ever forget your password.

[Set it up now](#)

[Sign out and sign in with a different account](#)

[More information](#)

Alternatively, you may see this screen. Follow the steps to setup.



Either a valid phone number or email address can be used to verify your identity. One method is required, however registering both is recommended.

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can secure. **You'll need to set up at least 1 of the options below.**

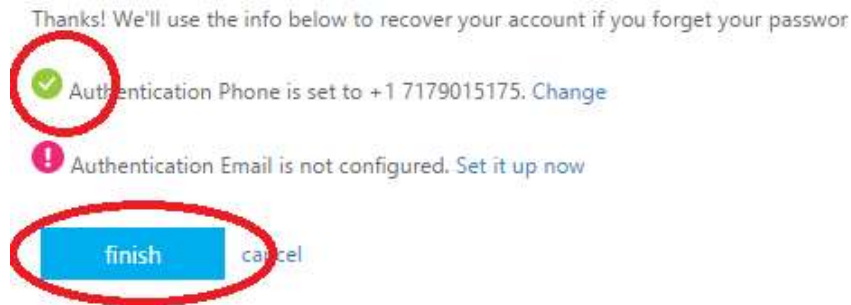
- ! Authentication Phone is not configured. Set it up now
- ! Authentication Email is not configured. Set it up now

finish

cancel

After the alternate contacts have been verified, either with a phone call or email, finish the process.

don't lose access to your account!



All Harrisburg University users use the same password for Moodle, MyHU, and email. When resetting your password here, all other sites will change as well. This may take a few minutes.

**If you forgot your password, click the link on MyHU or select "Can't access your account?" on the email page login. Enter your email address to reset your password. Example: (Students) Student@my.harrisburgu.edu
Example: (Faculty/Staff) User@harrisburgu.edu**

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

* User ID:

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



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

To reset your password, enter the information that you provided. A verification email, text, or call will be placed to you.

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 (*****75) 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	
	<input type="text" value="Enter your phone number"/>
	<input type="button" value="Text"/>

Once verified, enter your new password. Your password must be a Minimum of 8 characters, not similar to your last 3 passwords, and contain 3 of the 4 options. Uppercase letters, Lowercase letters, Numbers, Special Characters (i.e. !@#)\$)

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish

Cancel