

Self-Service Password Reset and Change

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GJU User Account

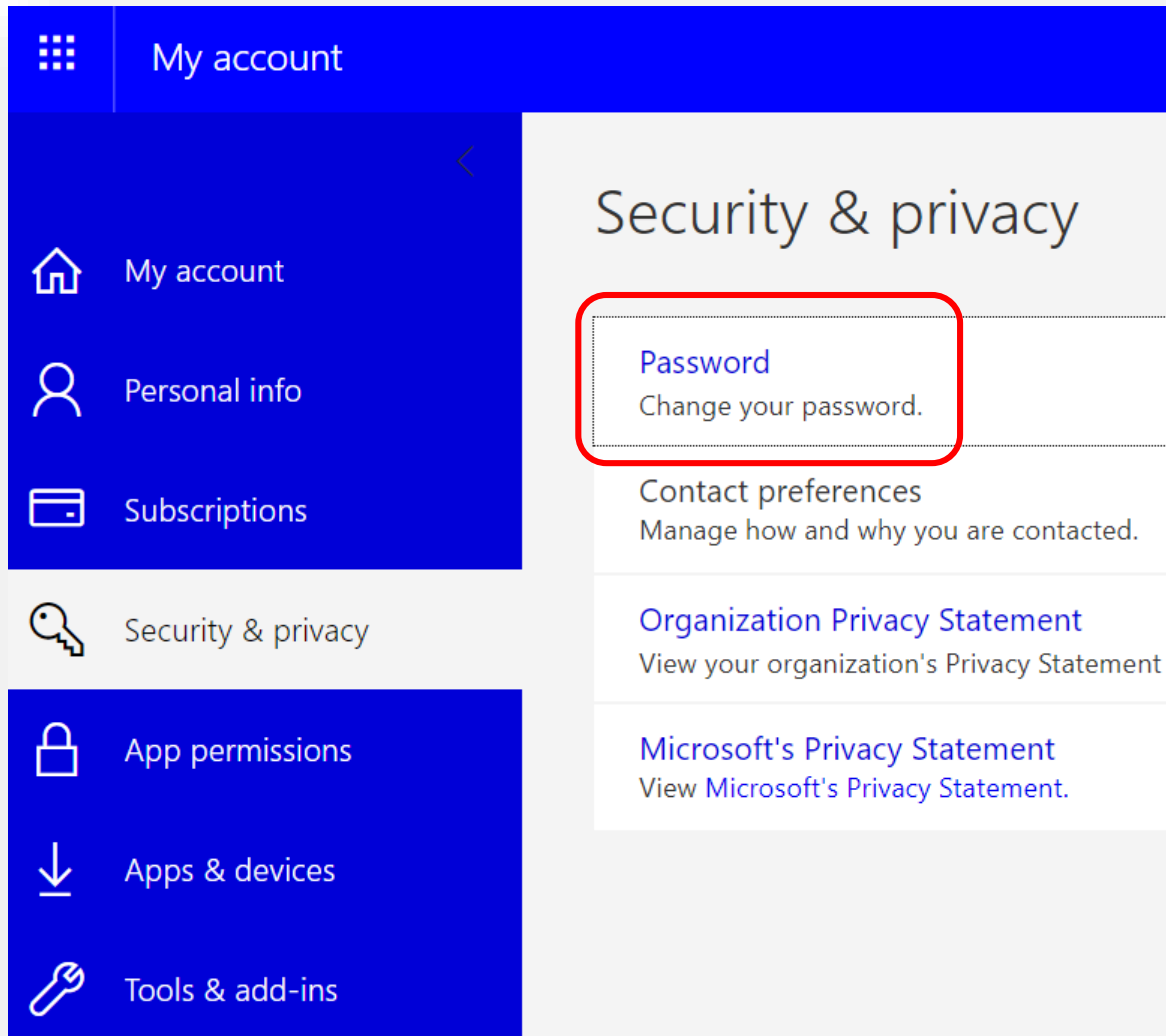
GJU account is a unified credentials that allows you to access the below services.

- Office 365 products i.e. Teams, Skype for Business, Forms, etc.
- GJU eMail Services
- MyGJU for staff and students
- GJU eLibrary Databases
- eLearning Moodle

So, you should maintain strong password for your GJU account.

This manual will show you how to change or reset your password!!

Password Change for Your User Account



If you can login to your GJU account, you can change your password using this link.

<https://portal.office.com/account/#security>

Select Security and Privacy then click on Password

Its necessary to Setup Additional Security Info for your GJU Account using this tutorial ([Click here](#))

Password Reset for Your User Account



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.

Next

Cancel

If you can't access your GJU account, you can reset your password using Self-Service Password Reset (SSPR),

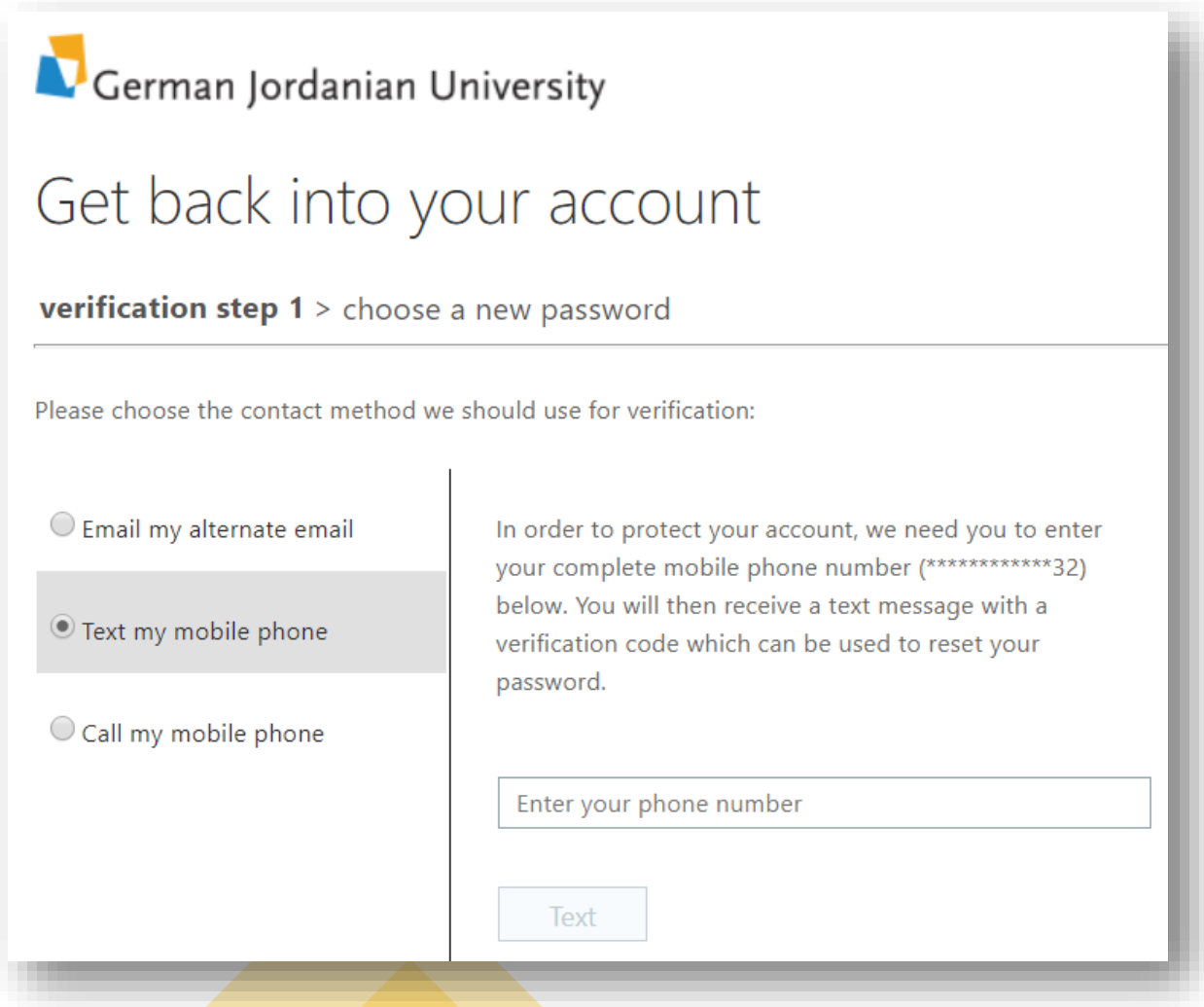
This service available only if you have provided your phone number and/or alternate email before, if not please contact tech.support@gju.edu.jo


Link for SSPR

<https://passwordreset.microsoftonline.com>

Enter your full GJU email and the CAPTCHA, click Next.

Password Reset for Your User Account



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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****32) below. You will then receive a text message with a verification code which can be used to reset your password.

The password reset process will ask you to provide one of the following

- Phone number
- Recovery email

Chose your verification method,

Click Next for email, Text for SMS and Call for mobile call.

Enter your verification code and proceed entering your new password.

GJU Password Policy

Your new password should be complex according to the GJU Password policy below:

- Password length should be at least (i.e., Minimum) eight characters.
- Password should contain capital and small letters, symbols and numbers. Example: **Ahm&d5684**
- Password should not contain any of your first or last name.

After successful password change, please wait up to **30 minutes** then try to login to your **MyGJU**, **eLibrary Databases** and/or **eLearning Moodle** accounts.

Office 365 Products and Services can be accessed immediately using your new password.



Thank You

