Self-Service Password Reset and Change

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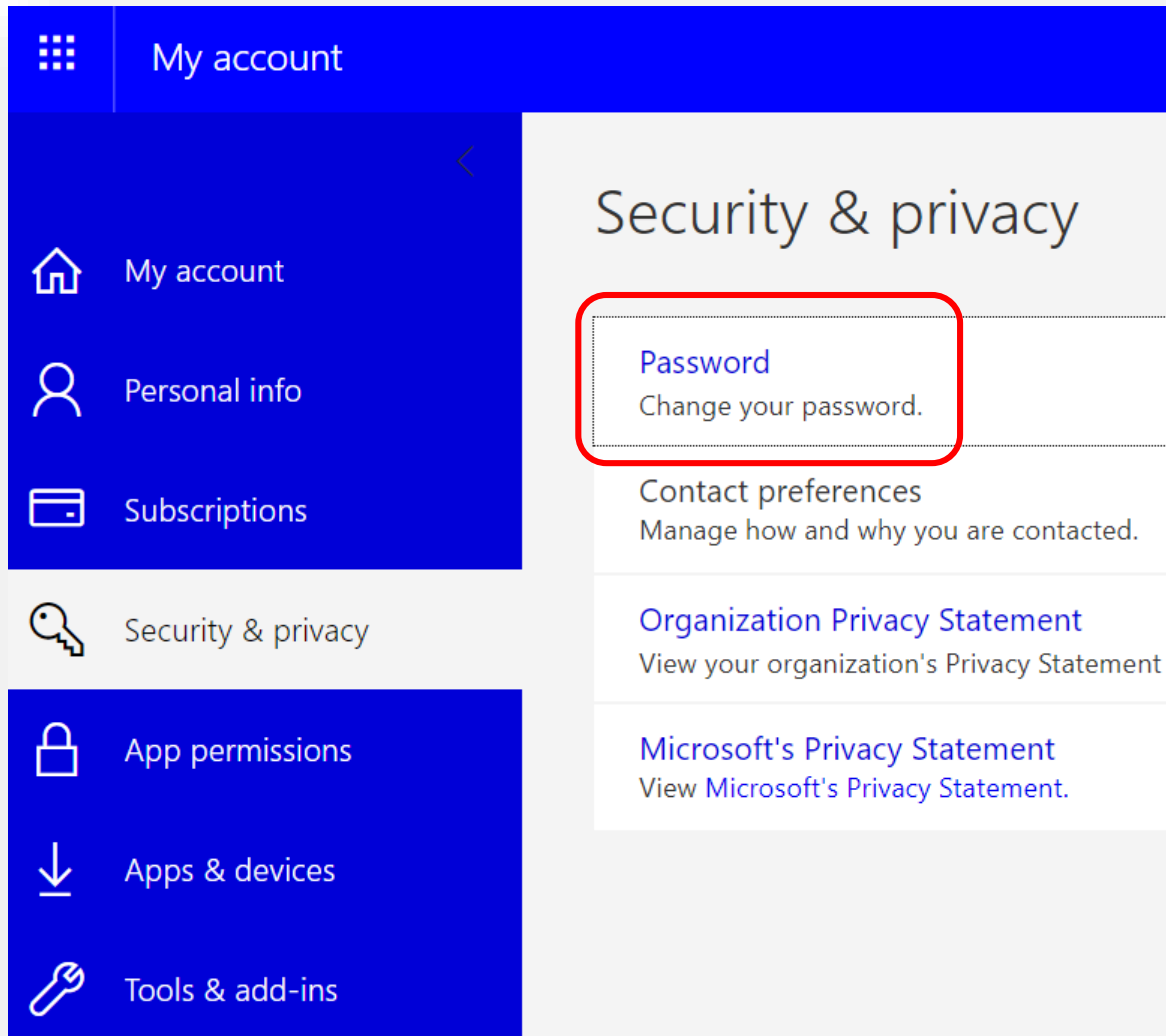
GJU User Account

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

If you can't access your GJU account, you can reset your password using Self-Service Password Reset (SSPR),
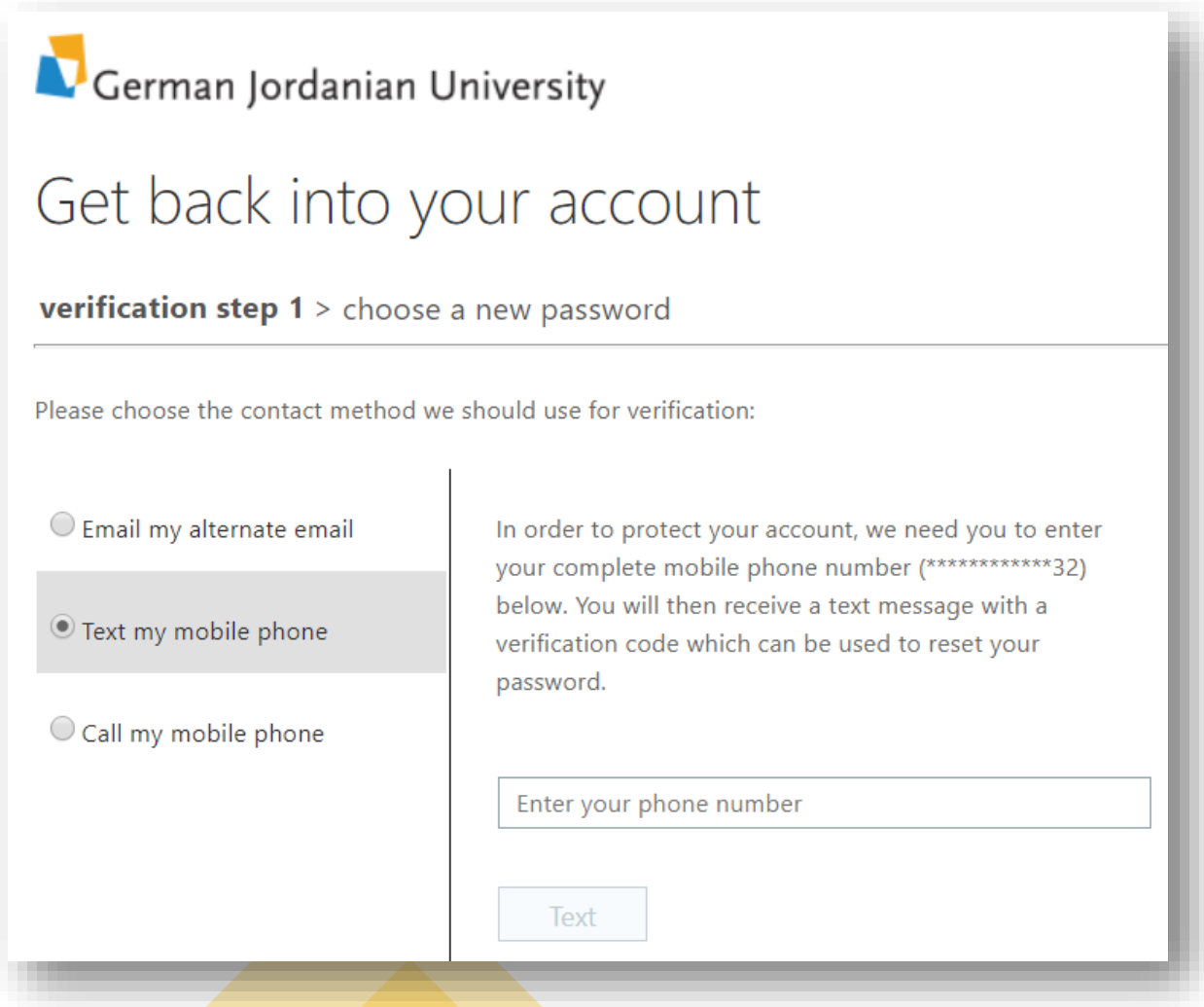
This service available only if you have provided your phone number and/or alternate email before, if not please contact tech.support@gju.edu.jo

Link for SSPR
https://passwordreset.microsoftonline.com

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

Password Reset for Your User Account

The password reset process will ask you to provide one of the following
- Phone number
- Recovery email

Chose your verification method,

Click <u>Next</u> for email, <u>Text</u> for SMS and <u>Call</u> 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