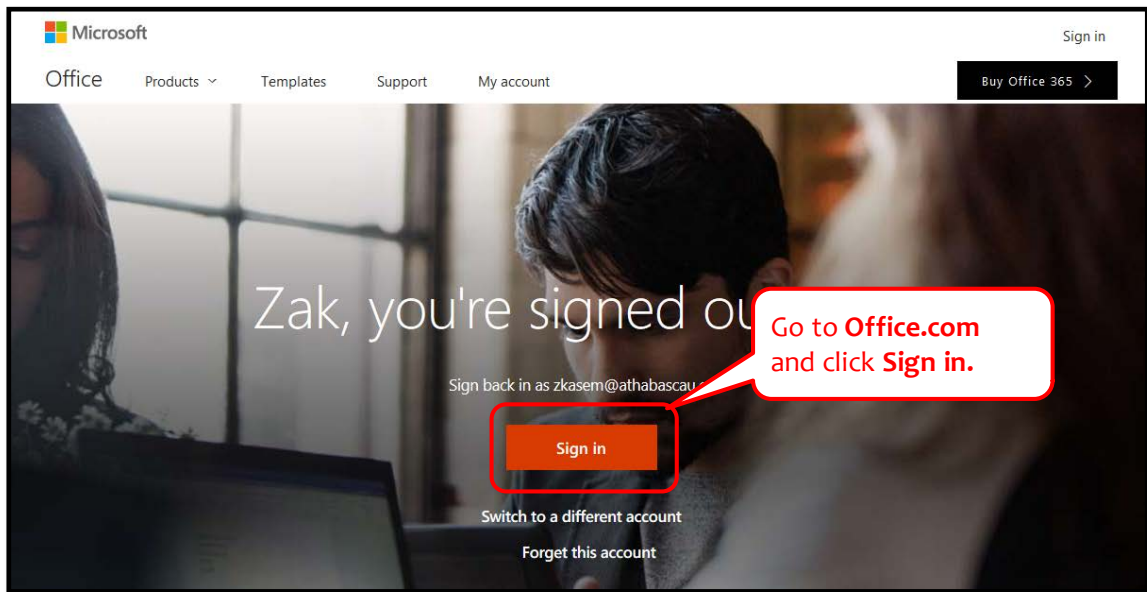


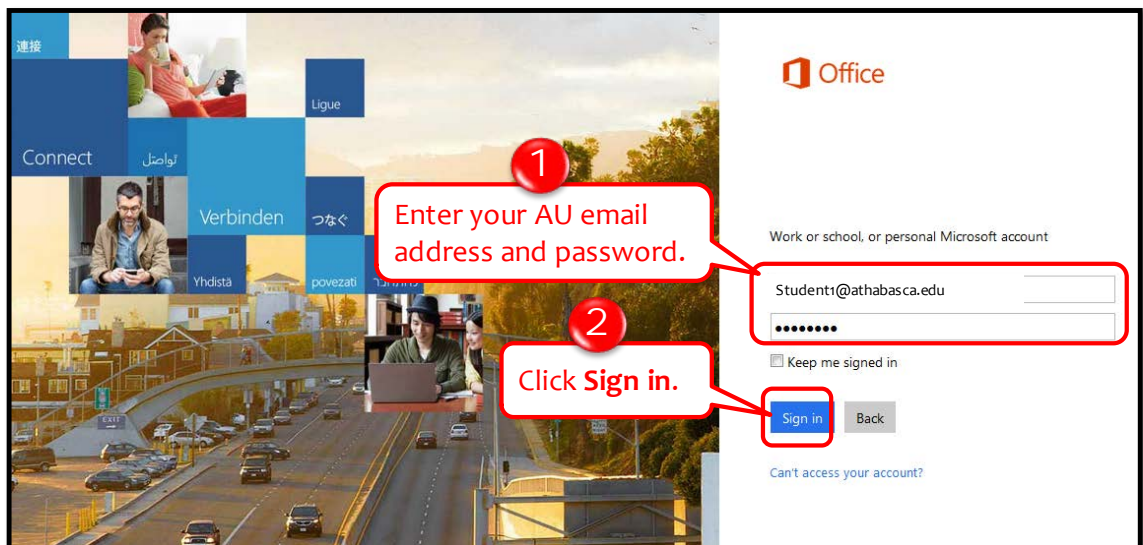
How to Setup AU Password Recovery Service

Athabasca University (AU) Password Recovery Service is a tool that allows AU students who have either forgotten their password or triggered an intruder lockout to resolve this issue without contacting support. In this document, you will learn how to set up this mandatory service so it is ready when you need it. To set up your Password Recovery Service, you need to prepare some personal security information, such as authentication phone number, email address, and personal security questions. In this document, we will use sample information for demonstration purposes. Please use your own information when setting this up.

- 1) Go to **Office.com** or access your **Office 365** account through **MyAU**.

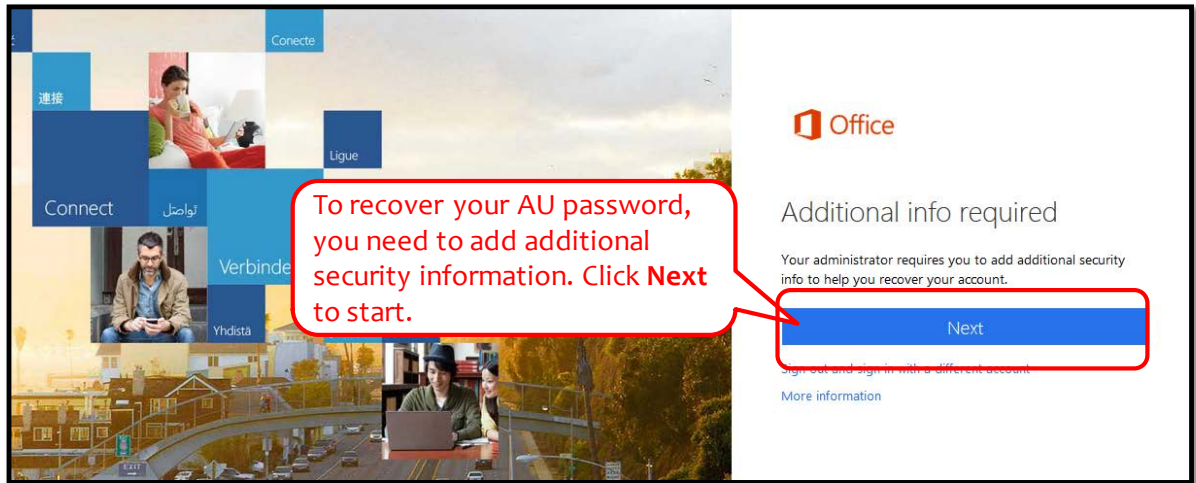


- 2) Enter your AU email address and password, and then tap the **Sign in** button.



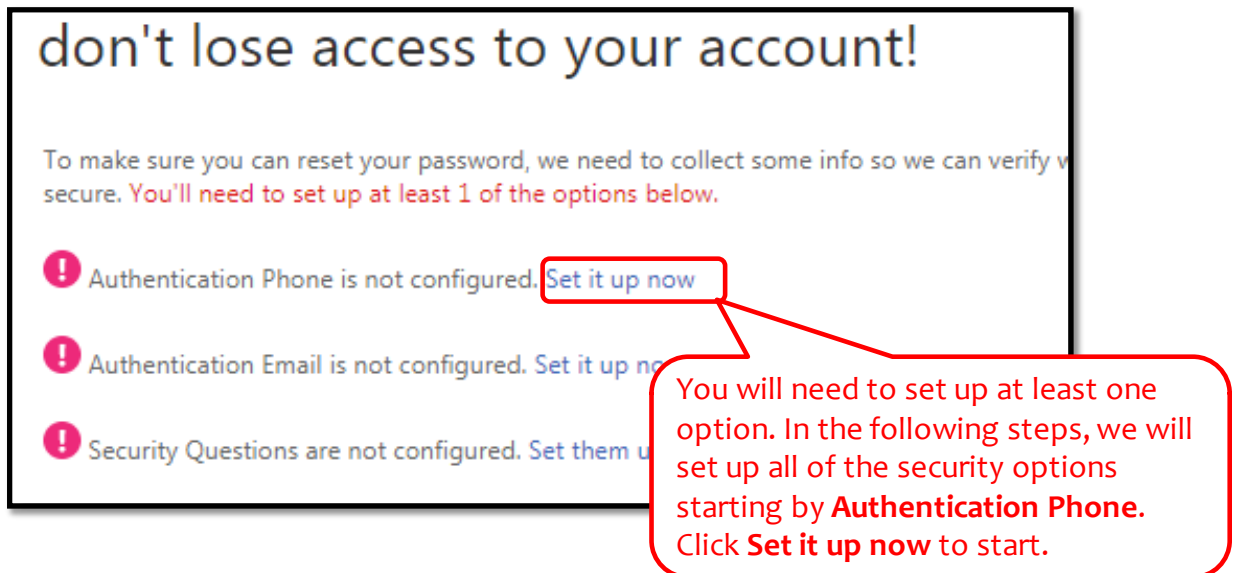
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- 3) Click the **Next** button to set up your security information options.



Set up the Authentication Phone option

- 1) You have three security information options. You will need to set up a least one of them. In the following steps, we will cover all security information options set up, starting by **Authentication Phone**. Tap the **Set it up now** link to begin.



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- 2) To get the verification code from Microsoft, choose your region, type your phone number, and then tap the **text me** or **call me** button.

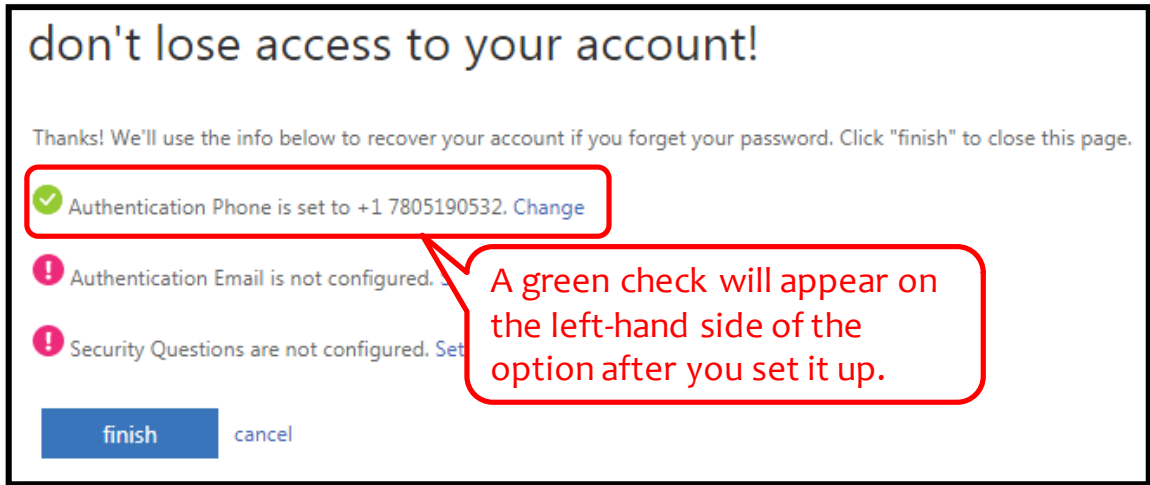
The screenshot shows the Microsoft account verification interface. At the top, it says "don't lose access to your account" with a red circle containing the number "1". Below this is the instruction "Please verify your authentication phone number below." The "Authentication phone" section includes a dropdown menu for "Select your country or region" and a text input field for "Enter your authentication phone number". A red callout bubble points to the dropdown menu with the text "Select your region and enter your phone number." Below the input fields are two buttons: "text me" and "call me", both highlighted with a red box. A second red callout bubble points to these buttons with the text "Click the text me or call me . Microsoft will send you a verification code." At the bottom left is a blue "back" button.

- 3) After you received the text message on your phone, type it in the text box and click the **Verify** button. (Note: your verification code should be different than the one displayed in the following figure).

The screenshot shows the Microsoft account verification interface at the verification code entry stage. At the top, it says "don't lose access to your account!". Below this is the instruction "Please verify your authentication phone number below." The "Authentication phone" section shows "Canada (+1)" selected in the dropdown menu and a text input field containing "yyy-xxx-xxxx". Below this are two buttons: "text me" and "call me". A message states "We've sent a text message containing a verification code to your phone." Below this is a text input field containing "xxxxxx" and a blue "verify" button. A red callout bubble points to the "verify" button with the text "Enter the verification code and tap the Verify button." At the bottom left is a blue "back" button.

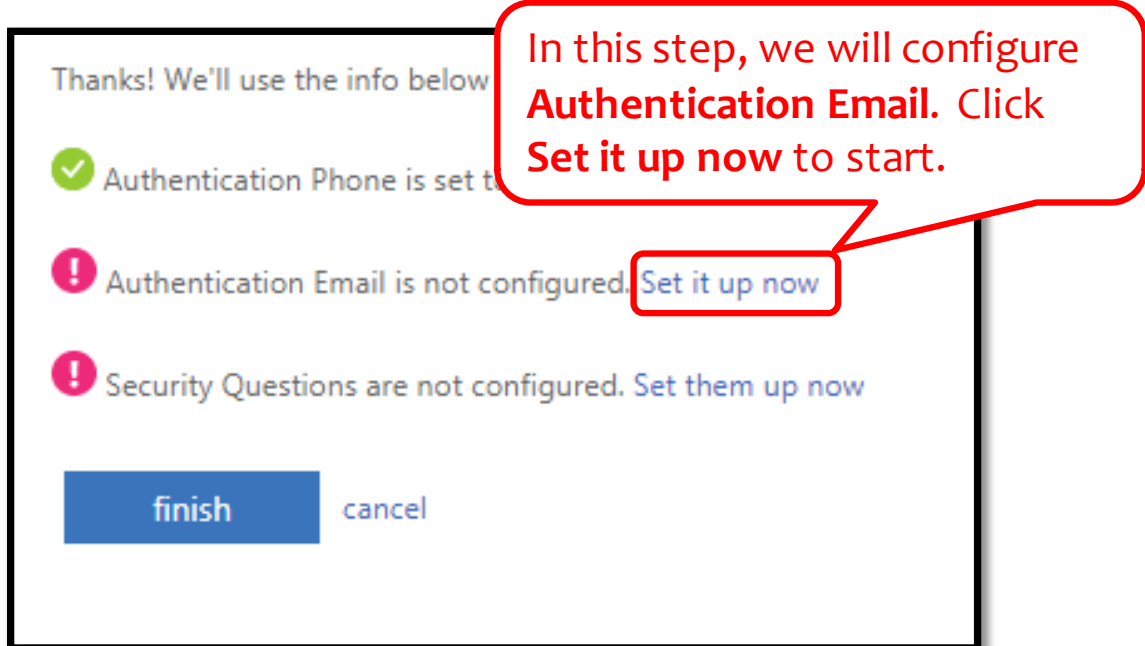
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- 4) A green check mark will be displayed on the left-hand side of the **Authentication Phone** security option instead of the red exclamation mark, to indicate that you have set up this option properly.



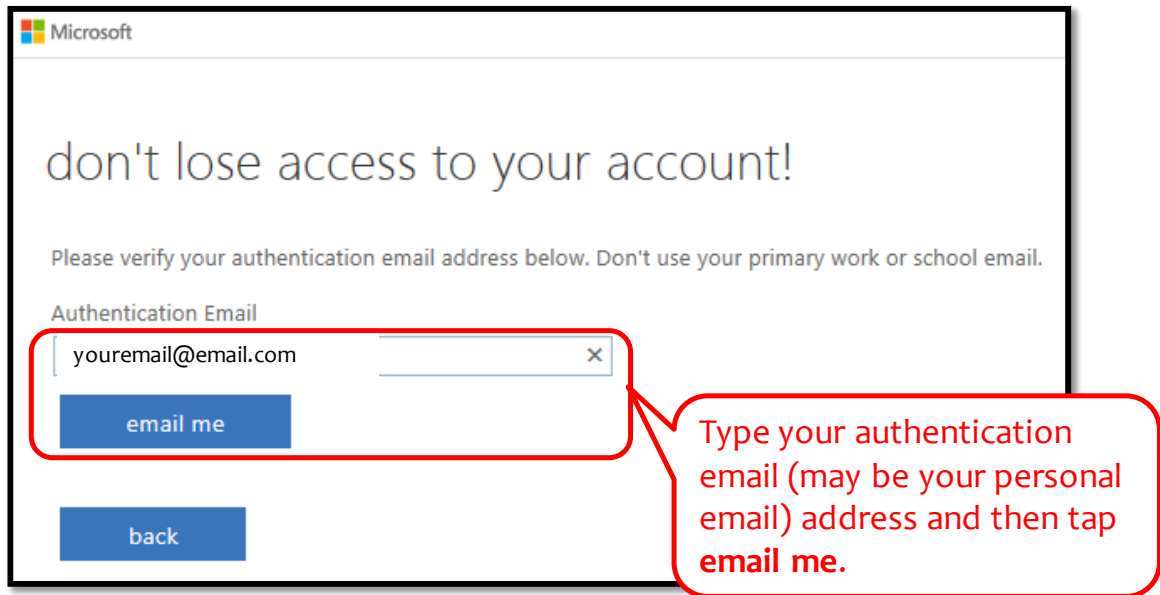
Set up the Authentication Email option

- 1) In the following few steps, we will cover the **Authentication Email** option set up. Tap the **Set it up now** link to begin.

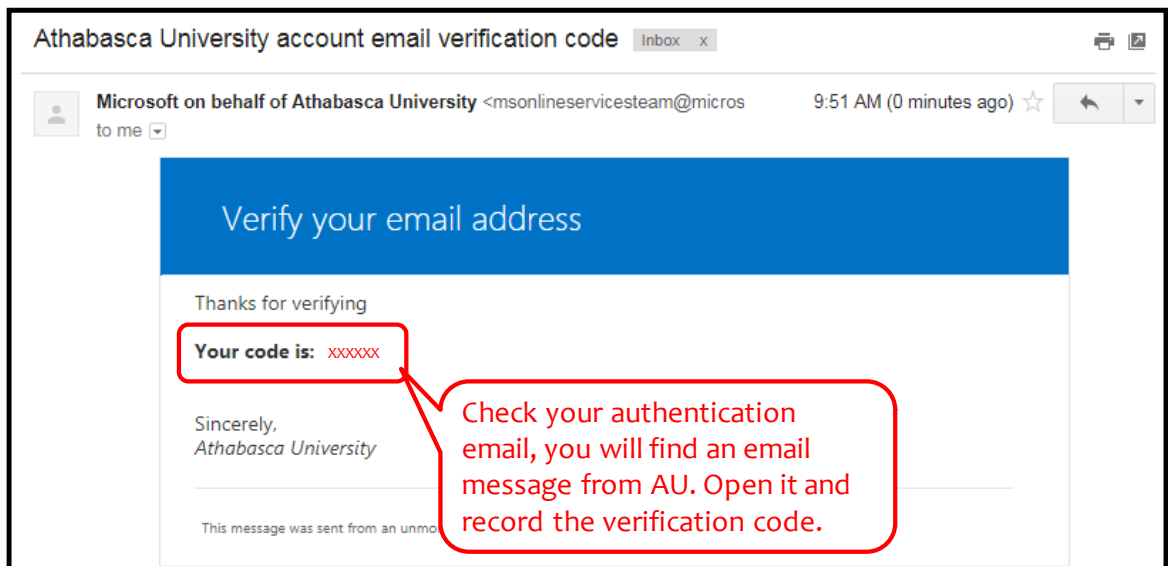


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- 2) To get an email message from Microsoft on behalf of Athabasca University with a verification code, type any other email address that you use personally, and then click the **email me** button.



- 3) Check your authentication email for the verification code. (Note: Your verification code should be different than the one displayed in this figure).



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- 4) Type the verification code in the text box and click the **Verify** button.

The screenshot shows a web interface with the heading "don't lose access to your account!". Below the heading is the instruction: "Please verify your authentication email address below. Don't use your primary work or school email." The "Authentication Email" field contains "youremail@email.com" and is followed by an empty text box. Below this is a grey "email me" button. A message states: "We've sent an email message containing a verification code to your inbox." At the bottom, there is a text box containing "xxxxxx" with a clear button (x) to its right. To the right of the text box are two buttons: "verify" (highlighted in blue) and "try again". A red callout box points to the "verify" button with the text: "Enter the verification code and tap the **Verify** button." A "back" button is located at the bottom left.

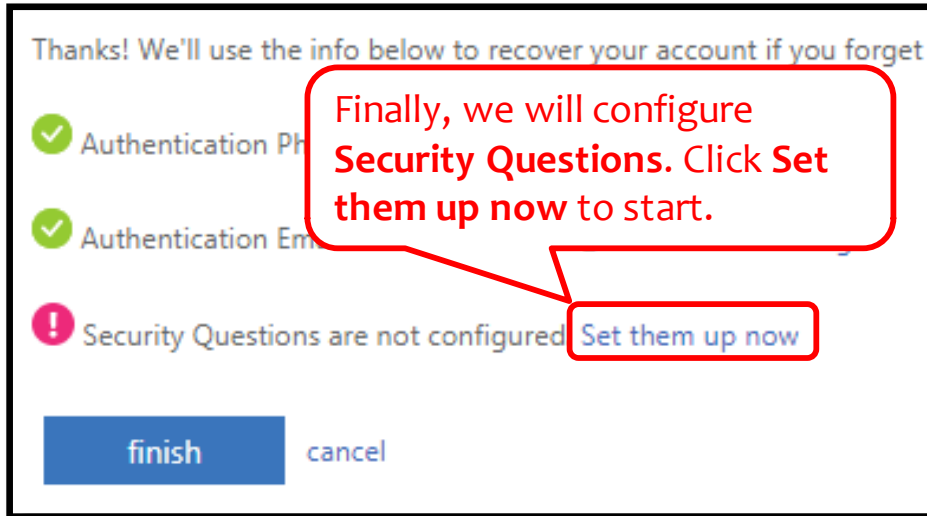
- 5) A green check mark will be displayed on the left-hand side of the **Authentication Email** security option instead of the red exclamation mark to indicate that you have set up this option properly.

The screenshot shows a security options page. At the top, it says "Thank you for setting up your account if you forget". Below this, there are two security options. The first option, "Authentication Email", is marked with a green checkmark on the left and is set to "youremail@email.com". A red callout box points to the green checkmark with the text: "A green check will appear on the left-hand side of the option after you set it up." The second option, "Security Questions", is marked with a red exclamation mark on the left and says "Security Questions are not configured. Set them up now". At the bottom, there are two buttons: "finish" (highlighted in blue) and "cancel".

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Set up the Security Questions option

- 1) In the last few steps, we will cover the **Security Questions** option set up. Tap the **Set them up now** link to begin.



- 2) Select at least four security questions from the following list, and enter their answers. The questions and the answers displayed in this figure are just imaginary examples. Please use your own information. Tap the **save answers** button.

Choose four security questions and type the answer for all of them.

Please select questions to answer below. Your admin requires you to set up 4 questions, and answers must be at least 3 characters long.

Security question 1
In what city was your first job? [dropdown]
Edmonton ✓

Security question 2
In what city does your nearest sibling live? [dropdown]
Calgary ✓

Security question 3
In what city was your father born? [dropdown]
Toronto ✓

Security question 4
In what city was your mother born? [dropdown]
Montreal x ✓

[save answers](#) [back](#)

Click save answers.

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- 3) A green check mark will be displayed on the left-hand side of the **Security Questions** option instead of the red exclamation mark to indicate that you have set up them properly. Click the **finish** button, to end the setup of your **Password Recovery Service** process.

