

MyID Self Service Password Reset

USER GUIDE



MyID Self-Service Password Reset

MyID Self-Service Password Reset allows students, faculty and staff to reset your own QU account password and unlock your QU account. This guide provides step-by-step instructions to Register the verification method, Change Password, Use Forgot Password option and Unlock Account.

Set up the Password reset verification method

Step 1: Register

Go to myID page and click 'Register'.



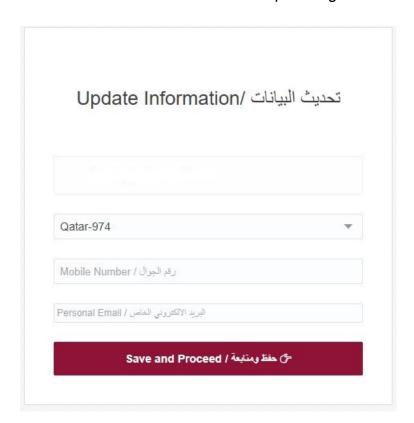
Step 2: Log In

Enter your QU Username and Password and click 'Log In'.



Step 3: Update Information

- Enter your Mobile Number and Personal (non-QU) Email address.
- Click 'Save and Proceed' to complete registration.



Change Password

Step 1: Select 'Change Password'

Go to myID page and click 'Change Password'.



Step 2: Log In

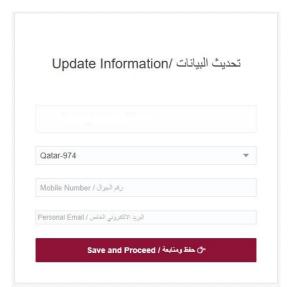
Enter your QU Username and Password and click 'Log In'.



Please ensure that you have completed your registration before accessing any of the services

Step 3: Update Information (if needed)

Enter or Update your Mobile Number and Personal (non-QU) Email address (if needed) and click 'Save and Proceed'.



Step 4: Provide a New Password

- Enter your 'current password'
- Enter a 'new password' that meets the password conditions.
- Click 'Change Password' to complete the process.



Reset Password

Step 1: Select 'Forgot Password'

Go to myID page and click 'Forgot Password'.



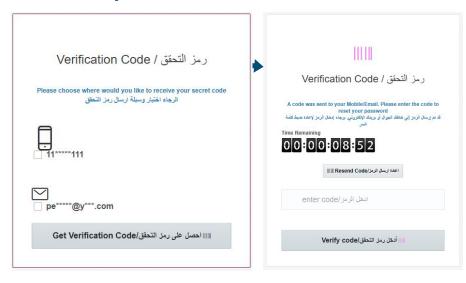
Step 2: Enter your QU Username

Enter your QU Username and click 'Next'.



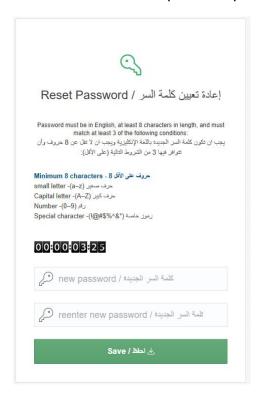
Step 3: Verification Code

- Select where you would like to receive the Verification Code (Mobile number or Personal Email) and click 'Get Verification Code'.
- Enter the Verification code that was sent to your Mobile number or Personal Email and click 'Verify code'.



Step 4: Provide a New Password

- Enter a 'new password' that meets the password conditions.
- Click 'Save' to complete the process.



Unlock Account

Step 1: Select 'Unlock Account'

Go to myID page and click 'Unlock Account'.



Step 2: Enter your QU Username

Enter your QU Username and click 'Next'.



Step 3: Verification Code

- Select where you would like to receive the Verification Code (Mobile number or Personal Email) and click 'Get Verification Code'.
- Enter the Verification code that was sent to your Mobile number or Personal Email and click 'Unlock Account' to complete the process.

