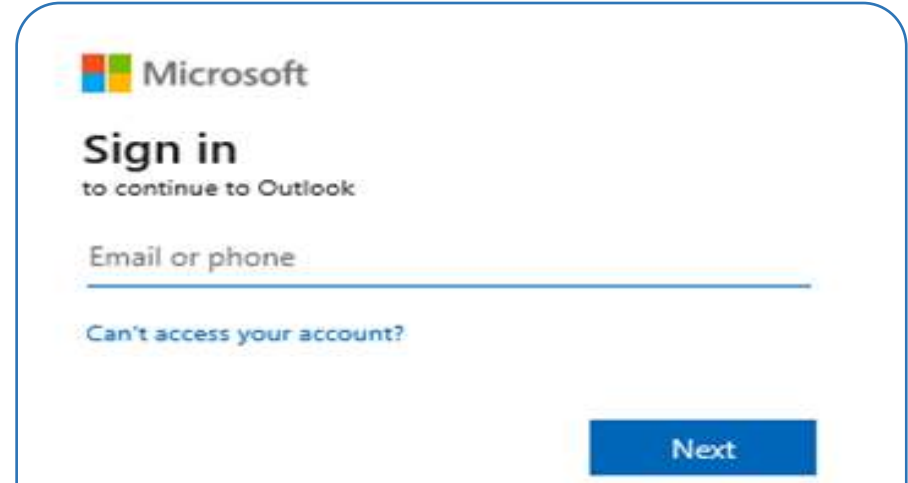


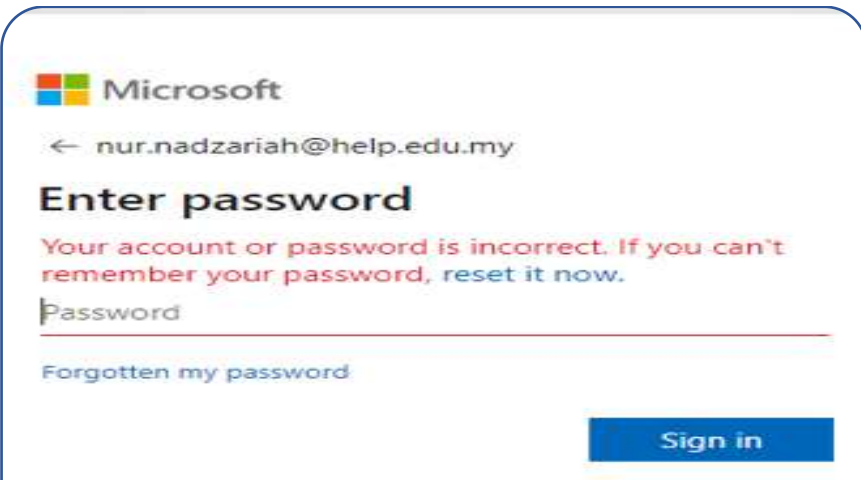
# SELF-SERVICE PASSWORD RESET (SSPR)



1. **Expired** or **incorrect** password when accessing library database via Ezproxy - to **reset** password



2. Go to **outlook.help.edu.my** and enter your **Helplive** email address, e.g., B1234567@helplive.edu.my. Click '**Next**' to sign in



3. Enter your password. If the password is incorrect, click '**Reset it now**' or '**Forgot my password**'



4. Your email address/User ID appears. Enter the **characters** given and click '**Next**'

Microsoft

## Get back into your account

Why are you having trouble signing in?

☒ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

☐ I know my password, but still can't sign in

**Next** Cancel

5. Select 1 of the 2 options, i.e., **'I forgot my password'** (note the individual explanation for the 2 options). Click **'Next'**

Microsoft

## 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 (\*\*\*\*\*65) below. You will then receive a text message with a verification code which can be used to reset your password.

0123456789

**Text**

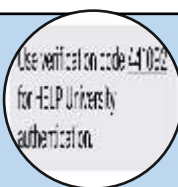
6. Select 1 of the options to receive a **verification code**, i.e., via mobile phone's SMS - key in your mobile phone no. and click **'Text'**

We've sent you a text message containing a verification code to your phone.

441092

**Next** Try again Contact your administrator

7. The **verification code** is then sent to your mobile phone via SMS. Enter the code received and click **'Next'**



Microsoft

## Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

\* Confirm new password:

**Finish** Cancel


8. Enter **new password**, click **'Finish'** and you're done. Your password has been reset and you may now access the Library database as in **Step No. 1**




university of achievers

## HELP Learning Resource Centre


### Databases Access

 B123456

 .....

Login

9. Enter your **User ID** and **newly created password** in the **Ezproxy login** which brings you directly to the Library database



## VERIFICATION SET UP FOR SSPR

### More information required


Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)



[Next](#)

1. From **Step No. 3** above, if your password is correct, the system prompts a one-time **Verification Set Up** for SSPR. Click '**Next**'



### don't lose access to your account!


To make sure you can reset your password, we need to collect some info so we're 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](#)

2. Select 1 of the options and click '**Set it up now**':

- 1) via mobile phone's SMS
- 2) via alternative email (e.g. gmail/outlook/etc.)



## don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Malaysia (+60)

01234567890

text me

call me

back

3. i.e., via mobile phone - select **country region code** and enter **mobile phone no.** Click '**text me**'

text me

We've sent a text message containing a verification code to your phone.

578244

verify

Try again

Back

4. The **verification code** is then sent to your mobile phone via SMS. Enter the code received and click '**Verify**'

verify

## don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to



Authentication Phone is not configured. Set it up now



Authentication Email Address is set to nur.nadzariah@gmail.com. Change

Finish

Cancel

5. With this one-time verification set up, the system can now recover your account if you forget your password. Click '**Finish**' to exit

Finish

- **NOTE:**
- The same Student ID and HELPLIVE password will also allow you to access:
  - **WIFI in the campus**
  - **Library PCs**
  - **Library online database / Ezproxy**
  - **Microsoft Teams**

Note: Any enquiries and more details please email to [library.help.edu.my](mailto:library.help.edu.my)