



### **SELF SERVICE PASSWORD RESET**

#### LEARNING RESOURCE CENTRE

https://library.help.edu.my/

## (SSPR)



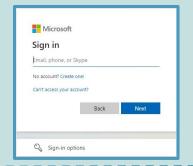
#### STEP 1

Scan QR Code or go to Reset Password URL:

https://aka.ms/ssprsetup

#### STEP 2

Enter your helplive email address



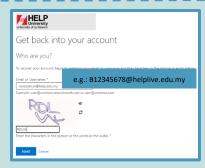


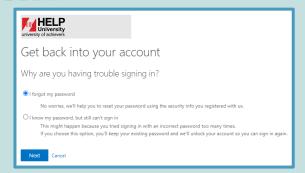
#### STEP 3

Click
"Forgot my password"

#### STEP 4

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





#### STEP 5

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

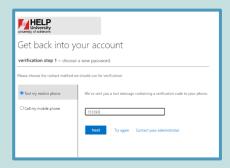
## Cet back into your account verification step 1 > choose a new password Pease choose the contact method we should use for verification. 8 Text my mobile phone O Call my mobile phone Otal my mobile phone

#### STEP 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'

#### STEP 7

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



# Get back into your account verification step 1 <> choose a new password \* Enter new password: - Confirm new password: Finish Cancel

#### STEP 8

Enter new password, click 'Finish' and you're done. Your password has been reset and you may now access the Library database at <a href="https://ezproxy.help.edu.my/login">https://ezproxy.help.edu.my/login</a>

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