STEP 1

Scan QR Code or
go to Reset Password URL:
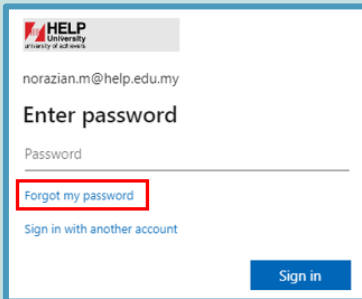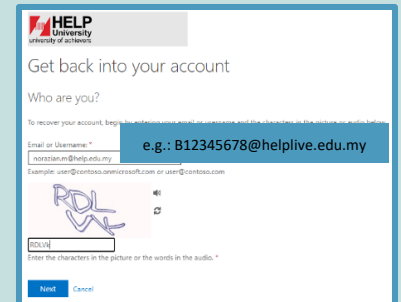https://aka.ms/ssprsetup

STEP 2

Enter your
helplive email
address
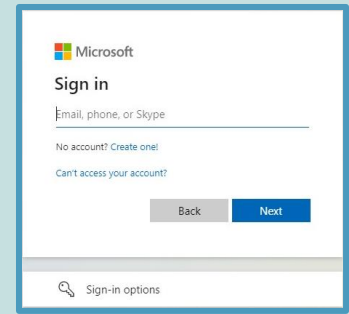
STEP 3

Click
"Forgot my password"

STEP 4

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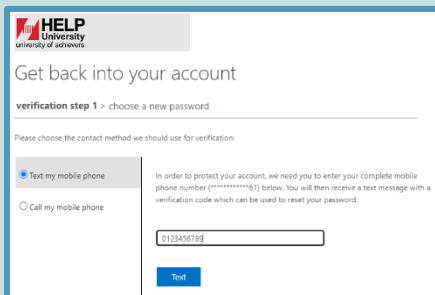given and click 'Next'

e.g.: B12345678@helplive.edu.my

STEP 5

Select 1 of the 2 options,
i.e., 'I forgot my password'
(note the individual explanation for the 2 options).
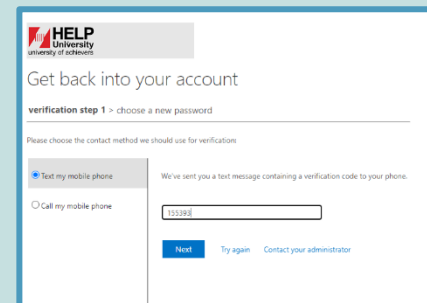Click 'Next'
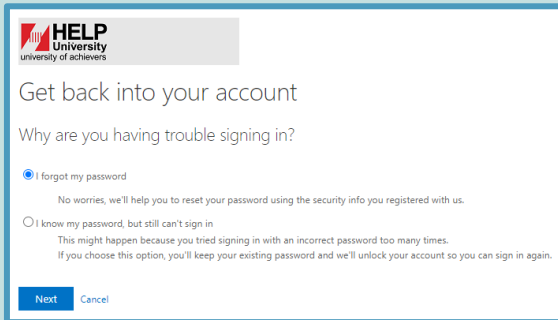
STEP 6

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'

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 https://ezproxy.help.edu.my/login

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