



STEP 1

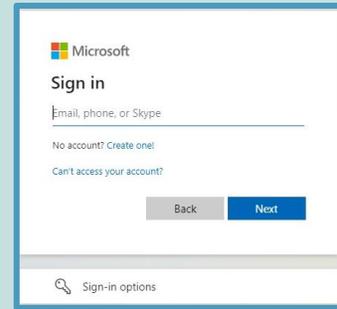
Scan QR Code or
go to Reset Password URL:
<https://aka.ms/ssprsetup>

STEP 2

Enter your helplive
email address.

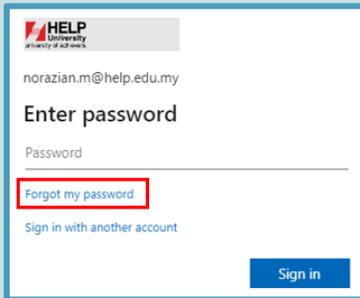
e.g.:

B12345678@helplive.edu.my
norazian.m@help.edu.my



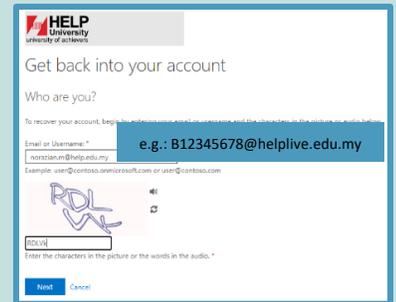
STEP 3

Click
"Forgot my password"



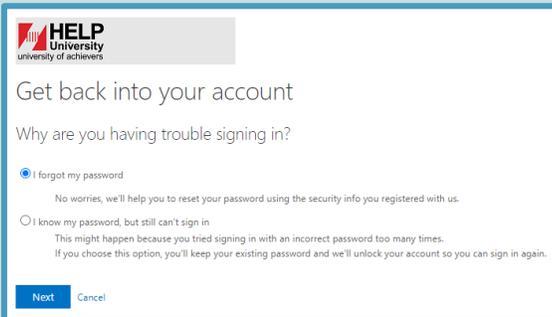
STEP 4

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



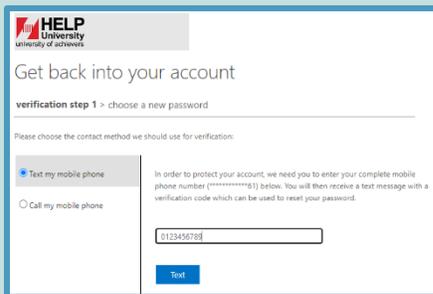
STEP 5

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



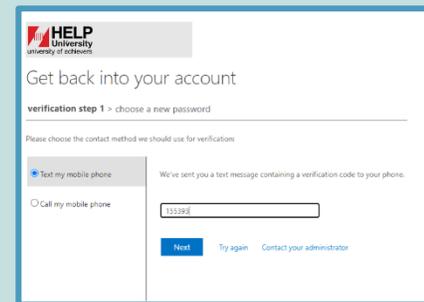
STEP 6

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>

