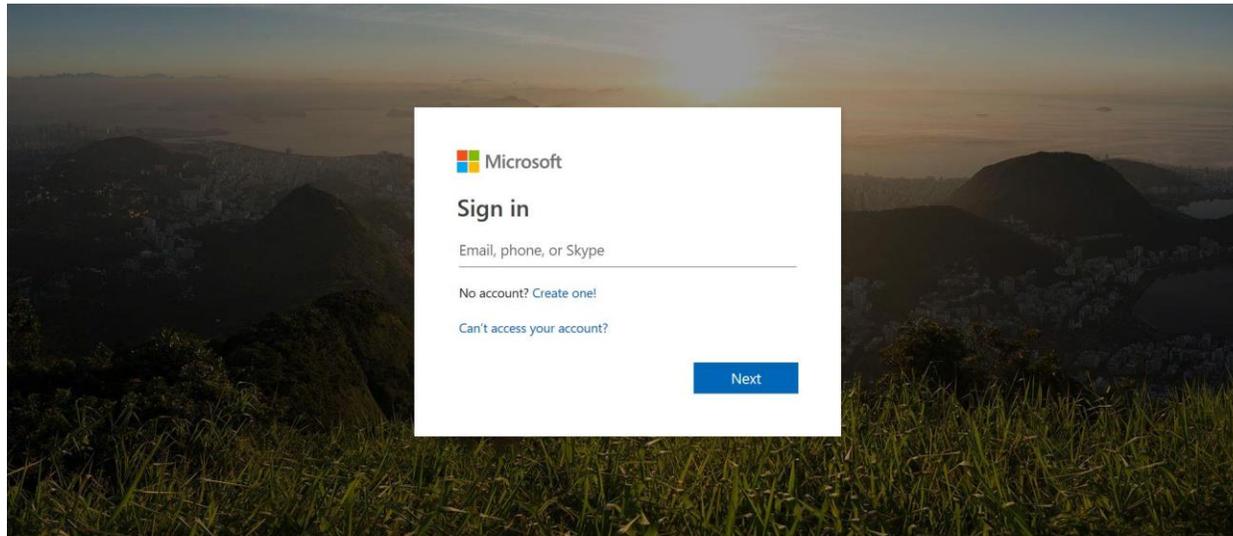


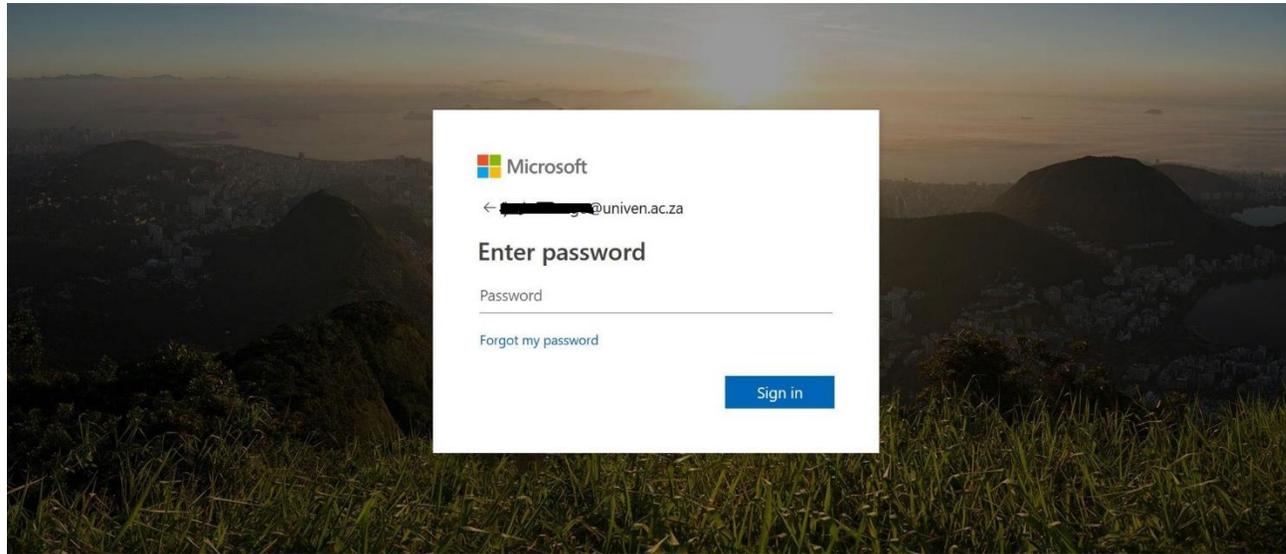
How to Reset your Password

Navigate to : <https://Portal.Office.com>

Then enter your Univen Email address(student@mvula.univen.ac.za) and click **NEXT**



Next Click on the Forgot my Password link.



Next you need to enter the security verification captcha at the bottom of the screen like the image below and then click next.

Follow the prompts and provide the needed verification codes which will be sent to you via SMS.



Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Next

Cancel



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



Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first 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 (*****90) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text



Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

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

518084

Next

Try again

Contact your administrator

If you are unable to reset your password after retrying, please [contact Support](#) for assistance.



Microsoft

Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

Email my alternate email

You will receive an email containing a verification code at your alternate email address (mo*****@gmail.com).

Email

Cancel



Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

Email my alternate email

We've sent an email message containing a verification code to your inbox.

843023

Next

[Are you having a problem?](#)

[Cancel](#)



Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel



Microsoft

Get back into your account

Your password has been reset

We've reset your password successfully, but you'll have to wait a few minutes before the changes are committed to the cloud. After these changes are committed, you'll be able to use your new password wherever you sign in with a work or school account.