## I CAN'T GET INTO MY OFFICE APPLICATIONS

Outlook, Work, Excel, PowerPoint

If you have forgotten your Microsoft password, go to www.office.com or www.portal.office.com

You will see a sign in screen. Type your ABU email address.

Microsoft
Sign in
Email, phone, or Skype
No account? Create one!
Can't access your account?
Next

Next is Enter password screen. If you have forgotten your password, click the "Forgot my password" link.

		]
Microsoft		
← gpool@abu.edu		
Enter password		
Forgot my password		
	Sign in	

The next step to recover your account is the "is this really you" prompt. If you have difficulty with letters, click on the speaker to have them read to you.

Microsoft
Get back into your account
Who are you? To recover your account, begin by entering your email or username and the characters in the picture or audio belov
Email or Username: goool@abu.edu Example: user@contoso.com VCC D
Enter the characters in the picture or the words in the audio. *
Next Cancel

You now need to open your Microsoft Authenticator app on your phone. Go to your <u>user@student.abu.edu</u> entry. Enter the One-time password code on the screen shown.

Vicrosoft	
Get back into verification step 1 > cho	your account
lease choose the contact metho	d we should use for verification:
• Enter a code from my authenticator app	Enter the code displayed in your authenticator ap
	Next

Finally, choose a new password to use for all of your Microsoft Office applications.

Get back into your account verification step 1 ✓ > choose a new password * Enter new password: Password strength * Confirm new password:	Microsoft
<pre>verification step 1 ✓ &gt; choose a new password * Enter new password: Password strength * Confirm new password: </pre>	Get back into your account
Password strength * Confirm new password:	* Enter new password:
Contirm new password:	Password strength
	* Confirm new password:

You can now access Outlook, Word, Excel, and PowerPoint.