



INTERNATIONAL
HELLENIC
UNIVERSITY

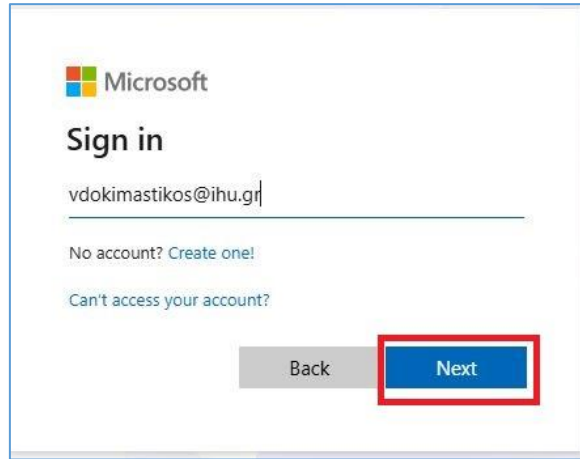
**University Center of
International Programmes
of Studies (UCIPS)**

O365 mail password reset

Dept of Digital Governance
University Center of International Programmes of Studies
International Hellenic University

If you have forgotten the password for your Microsoft 365 (O365) email account, you can reset it by following the procedure described below:

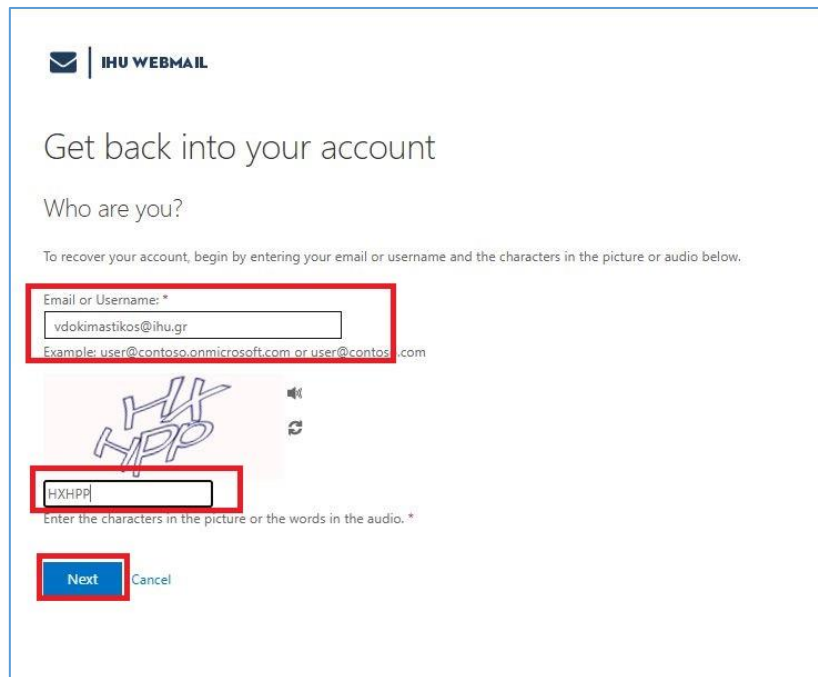
- At IHU O365 webmail (<https://www.ihu.gr/livemail>), enter your email username. Click on **Next**

A screenshot of the Microsoft sign-in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "vdokimastikos@ihu.gr". Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom right, there are two buttons: a grey "Back" button and a blue "Next" button. The "Next" button is highlighted with a red rectangular border.

- In the password entry window, select **Forgot my password**.

A screenshot of the IHU Webmail password entry screen. At the top left is an envelope icon followed by the text "IHU WEBMAIL". Below this, the email address "vdokimastikos@ihu.gr" is displayed. The main heading is "Enter password". Below it is a text input field labeled "Password". Under the input field, there is a link "Forgot my password" which is highlighted with a red rectangular border. Below that is a link "Sign in with another account". At the bottom right, there is a blue "Sign in" button.

- In the field **Enter the characters....**, enter the characters that appear in the picture or the words in the audio. Click on **Next**.



IHU WEBMAIL

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 below.

Email or Username: *

vdokimastikos@ihu.gr

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

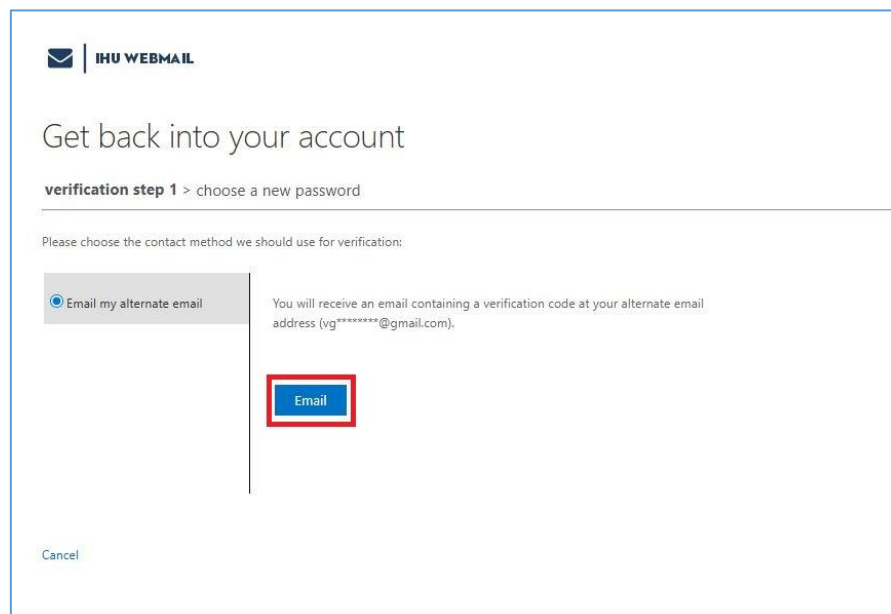
HXHPP

HXHPP

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

Next Cancel

- During the first step of the verification process, click on **Email** button to receive a message with the verification code in your alternate (personal) email, which is partially shown on the screen.



IHU WEBMAIL

Get back into your account

verification step 1 > choose a new password

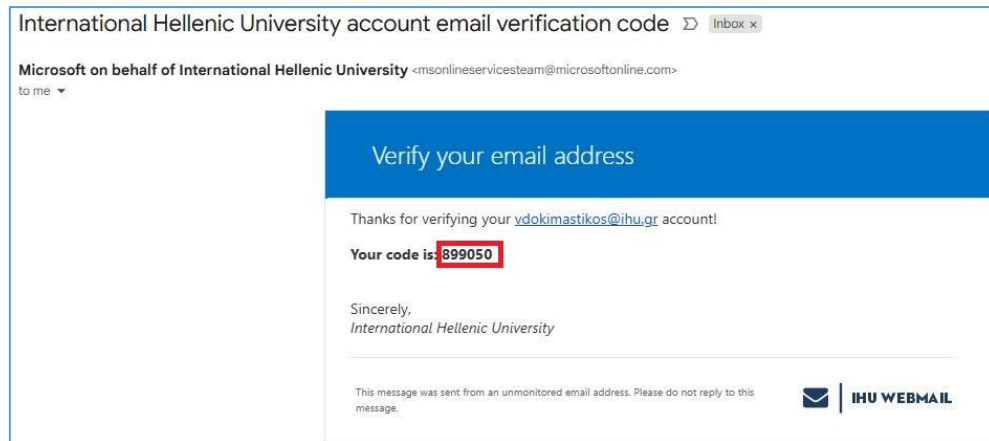
Please choose the contact method we should use for verification:

☒ Email my alternate email

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

Email

Cancel



Enter the received verification code at the next window and click on **Next**

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Email my alternate email

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

899050

Next Are you having a problem?

[Cancel](#)

- Enter a password of your choice twice in the next window. Entering the first character of the password, you will be suggested a password by the system itself. You can ignore it by clicking **Choose your own** from the emerging window and submit your own password choice. Click on **Finish**

IHU WEBMAIL

Get back into your account

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

* Enter new password:
M-dhWQYy7n~V/9m
weak

* Confirm new password:
M-dhWQYy7n~

Finish Cancel

A strong password is required. Strong

Google Password Manager created a strong password for this website

You won't need to remember this password. It will be saved to Google Password Manager for vgrigorop@gmail.com.

Choose your own **Use strong password**

IHU WEBMAIL

Get back into your account

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

Enter new password:
.....
strong

* Confirm new password:
.....

Finish Cancel

- If the email password reset is successful, you will get the following message.

