



Reset Password in Office 365 system

1. Visit <http://ku.edu.kw/activateaccount>, enter your Kuwait University ID Number and Click **Next**

A screenshot of the 'Password Reset' page on the Kuwait University website. The page features the university's logo and name at the top. Below the header, the text 'Password Reset:' is displayed in green. A prompt asks the user to 'Please enter Kuwait University ID'. A text input field contains the ID number '19803270' and has a small 'x' icon on the right. Below the input field, there are three examples of valid ID numbers: '214xxxxxx', '19813851', and '19813851'. At the bottom of the form, there is a dark grey button labeled 'Next'.

2. Then you will be prompted to enter your **personal email** address that you set in your admission information and shown in SIS (Student Information System). Type your personal email address and click Next.



Verify Your Identity: Submit Your Answers

You must answer 1 of the following 1 questions.

Please enter your personal email address (abc@hotmail.com)

t@t.com

Next

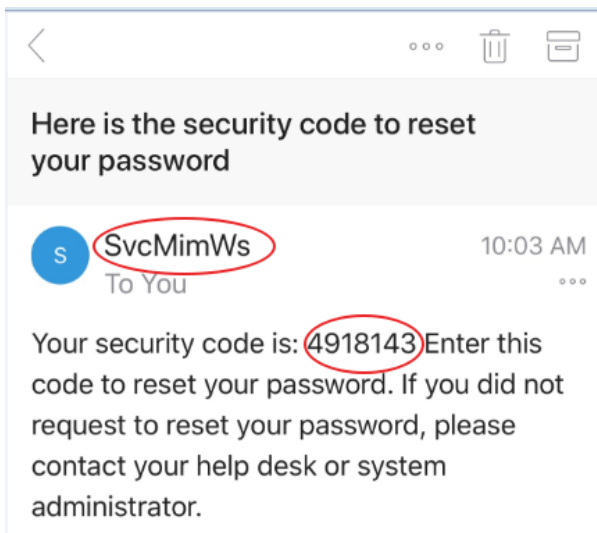
Cancel



3. The system will send an email that contains a "Security Code" to your personal email from address *svcMimWs@ku.edu.kw*.

4. Open the message as shown below from your personal email.

(Note: If you can't find the message in the INBOX, then check the SPAM or the TRASH folders.)



5. Enter the Security code in the following screen


The screenshot shows a verification screen with the Kuwait University logo and name at the top. Below the logo, the text "Verify Your Identity: Email Verification" is displayed. Underneath, there is a message: "Enter your security code below. A security code was sent to your personal email address." Below this message, the label "Security Code:" is followed by a text input field with a green border. At the bottom of the screen, there are two buttons: "Next" and "Cancel".



6. Enter the new password according to the following password policy:

- Only English.
- At least one of each (Capital letter, Small letter, Number).
- Minimum 8 characters.
- Not similar to your KU ID Number or to your name.
- Not similar to your previous password.
- Doesn't include your mobile Number which is set in the system.

A screenshot of a web form for password reset. At the top left is the Kuwait University logo and name. Below it is a horizontal line. The main heading is "Password Reset: Choose Your New Password" in green. Underneath, it says "(Resetting password for testos@ku.edu.kw)". There are two input fields: "Enter a new password:" and "Re-enter the password:". The first field contains four dots. The second field contains four dots and a small eye icon. At the bottom are two buttons: "Next" and "Cancel".

 KUWAIT UNIVERSITY

Password Reset: Choose Your New Password

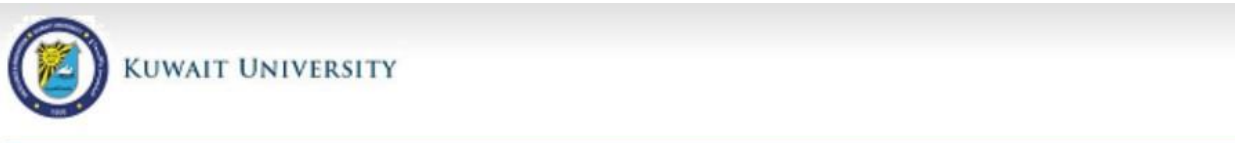
(Resetting password for testos@ku.edu.kw)

Enter a new password:


Re-enter the password:



7. If the password does not satisfy any of the conditions mentioned, you will receive the error screen below and prompted to enter new password.



Password Reset: Choose Your New Password

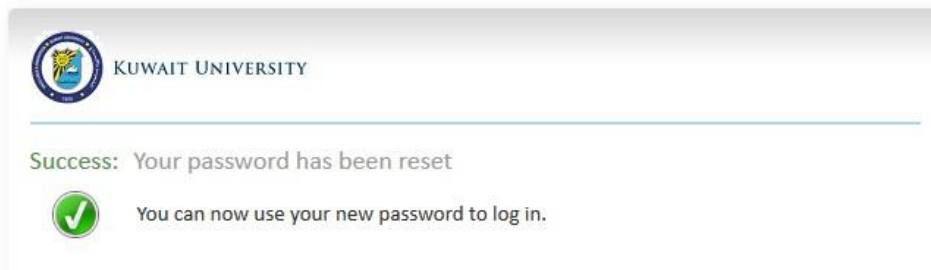
 The password should meet following guidances: - The Password does not contain the account name - The password is at least 8 characters long - The password contains characters from three of following four categories: - Latin uppercase letters (A - Z) - Latin lowercase letters (a - z) - Base digits (0 - 9) - Non-alphanumeric characters (like # or @ or !...)

(Resetting password for testos@ku.edu.kw)

Enter a new password:

Re-enter the password:

7. If the new password is accepted, you will receive a confirmation message that your password was successfully changed as in the image below.



For technical support visit [Office of Advisory in your collage](#)