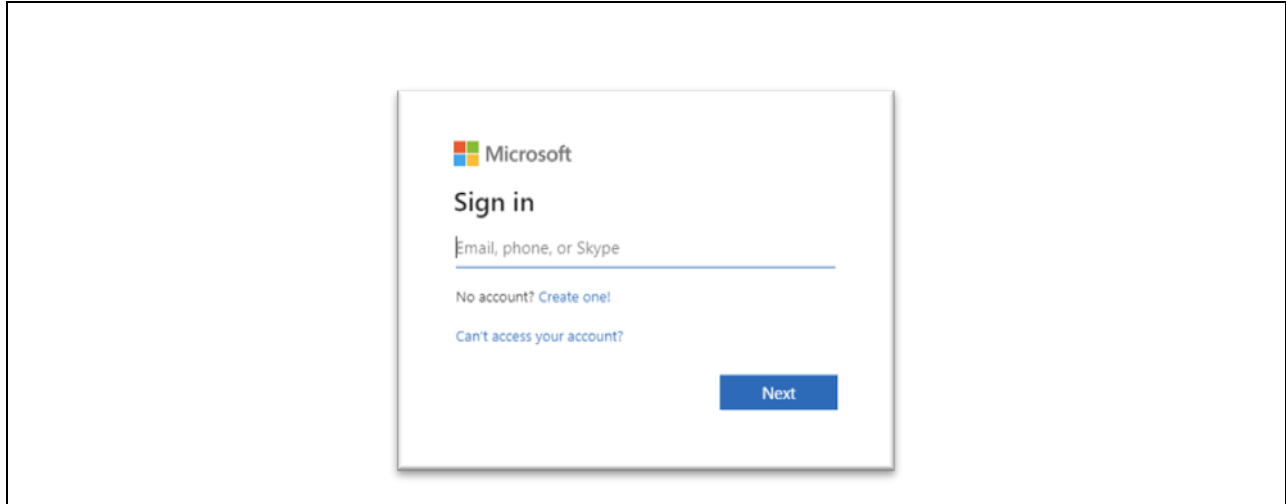


I CAN'T GET INTO MY OFFICE APPLICATIONS

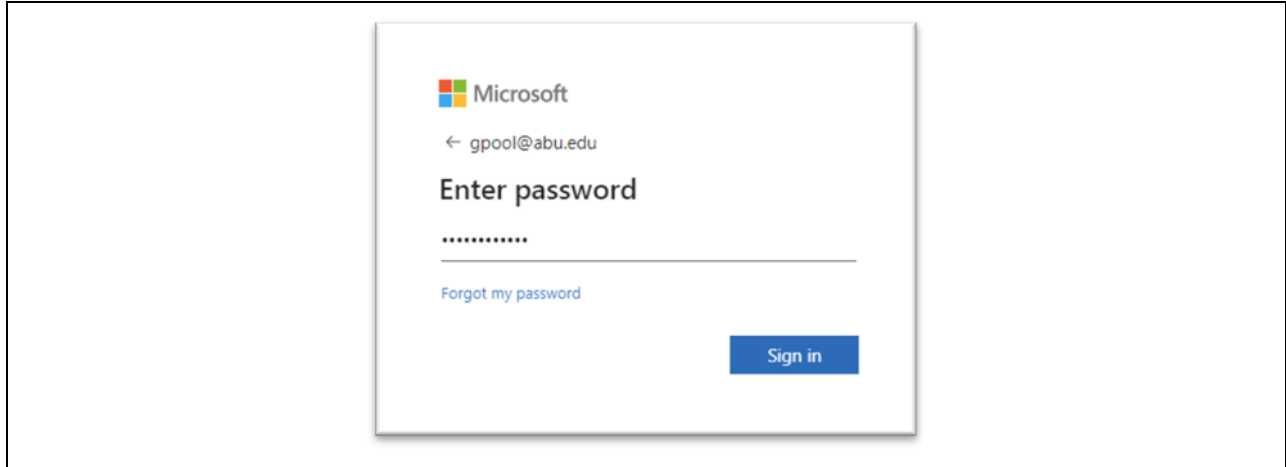
Outlook, Word, Excel, PowerPoint

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

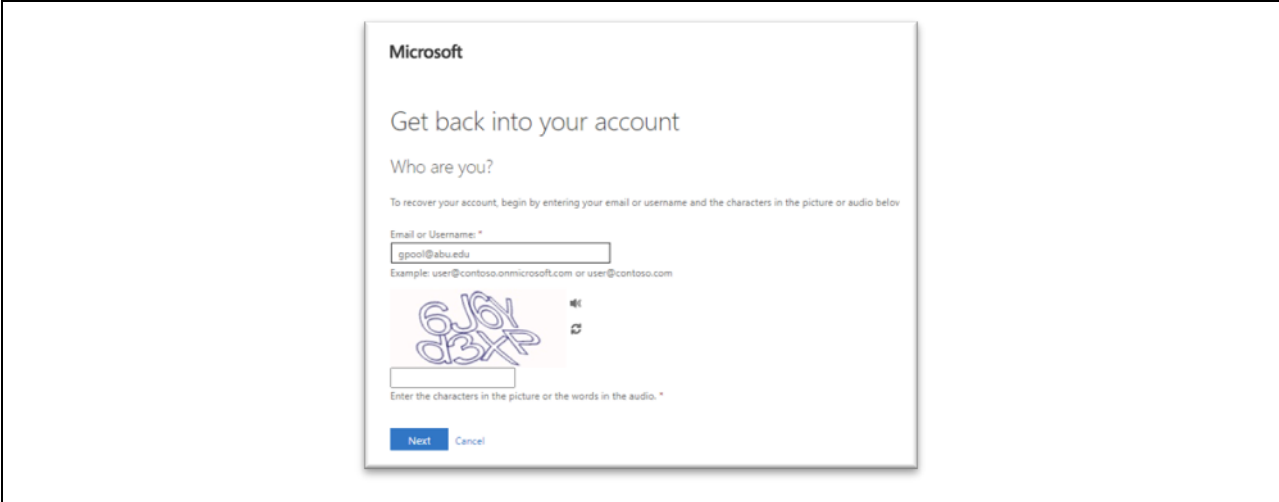
You will see a sign in screen. Type your ABU email address.



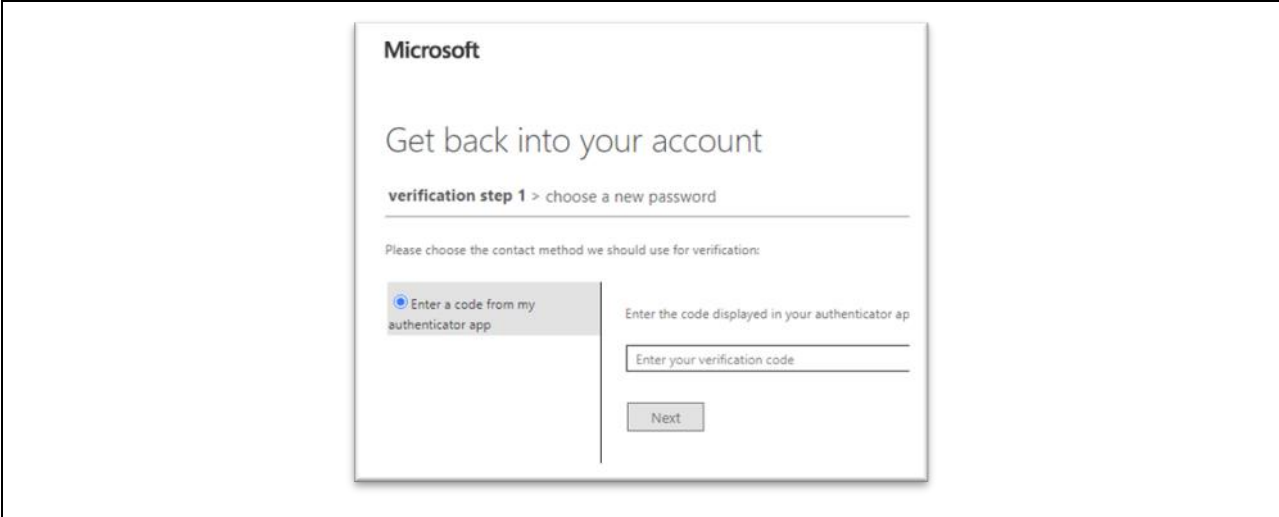
Next is Enter password screen. If you have forgotten your password, click the "Forgot my password" link.



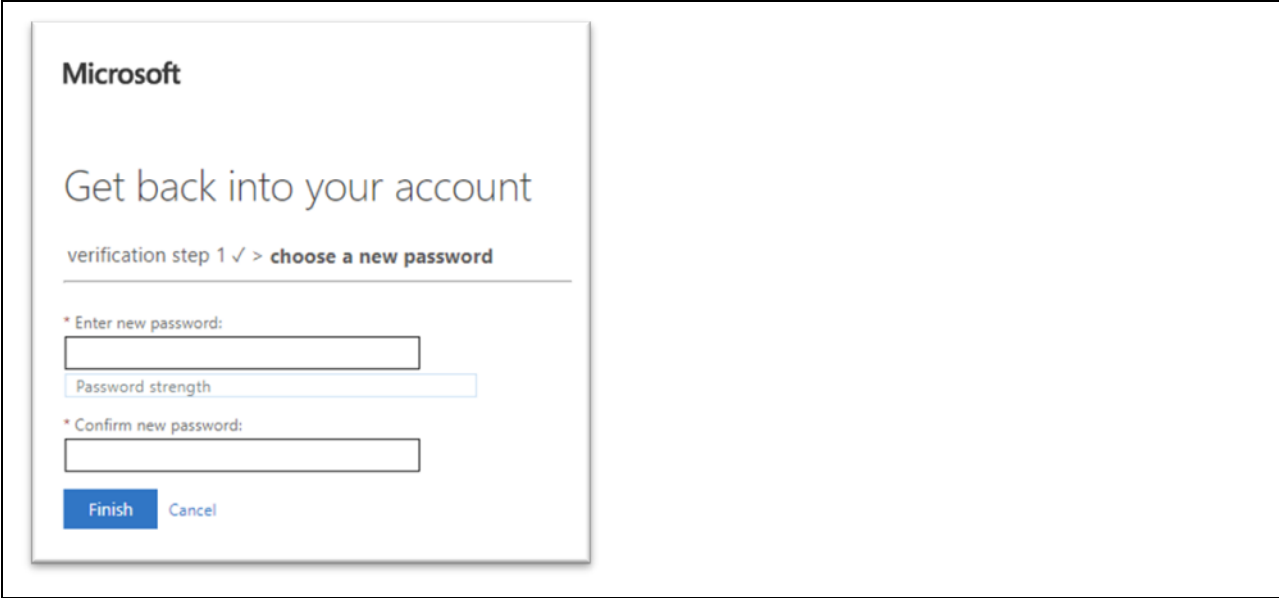
The next step to recover your account is the "is this really you" prompt. If you have difficulty with letters, click on the speaker to have them read to you.



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



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



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