Self-Service Password Reset – Steps to Reset a Password

1. Go to https://passwordreset.microsoftonline.com/?whr=kpu.ca

2. Select a method to change your password (email, text or call).

KWANTLEN POLYTECHNIC UNIVERSITY

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

⦿ Text my mobile phone

○ Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (**********72) below. You will then receive a text message with a verification code which can be used to reset your password.

[　　　　　　　　　　]

[Text]

Cancel

3. Enter your new password.

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Get back into your account

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

* Enter new password:

[●●●●●]

* Confirm new password:

[　　　　　　　　　　]

[Finish] Cancel

4. Click **Finish** to complete the change.