What if I have forgotten the password?
1. What if I have forgotten the password?

- Browse http://www.imail.sunway.edu.my or http://outlook.com/imail.sunway.edu.my; click on **Forgot your password**. You can either select to reset your password using the alternate email address or questionnaire that had been configured in the system.

- Enter your Windows iMail user id and the characters in the picture.
You can either select to reset your password using the alternate email address or questionnaire that had been configured in the system.

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For example: You can select Option 1 (Use my location information and secret answer to verify my identity)
Or, you can select Option 2 (Send password reset instructions to me in the email)
Need Assistance?

For further assistance, please visit to http://outlookliveanswers.com/ and click on Help or visit to http://help.outlook.com.

Or contact the following:

**Main Campus:**
- ITS Lab Support
- Mail: helpdesk@sunway.edu.my
- Tel: 603-7491 8622 x8103
- Or proceed to CLC1 (Computer Learning Centre 1) counter support at Level 1, South Building.

**Branches:**
- ITS staff
- Mail: jbhelpdesk@sunway.edu.my
- Tel: 607-359 6880 x330
- Or proceed to IT Services Department, Level 1 SYCJB Building

**Change History Log**

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>PIC</th>
<th>Description of Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>28/6/2010</td>
<td>1.0</td>
<td>Lenny Valerie</td>
<td>Document Creation</td>
</tr>
<tr>
<td>22/12/2010</td>
<td>1.1</td>
<td>Lenny Valerie</td>
<td>Update Sun-U Logo</td>
</tr>
<tr>
<td>27/5/2011</td>
<td>1.2</td>
<td>Ong Kiat Ming</td>
<td>Update the contact and Logo</td>
</tr>
</tbody>
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