

# iMail

## What if I have forgotten the password?

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Owner: IT Services

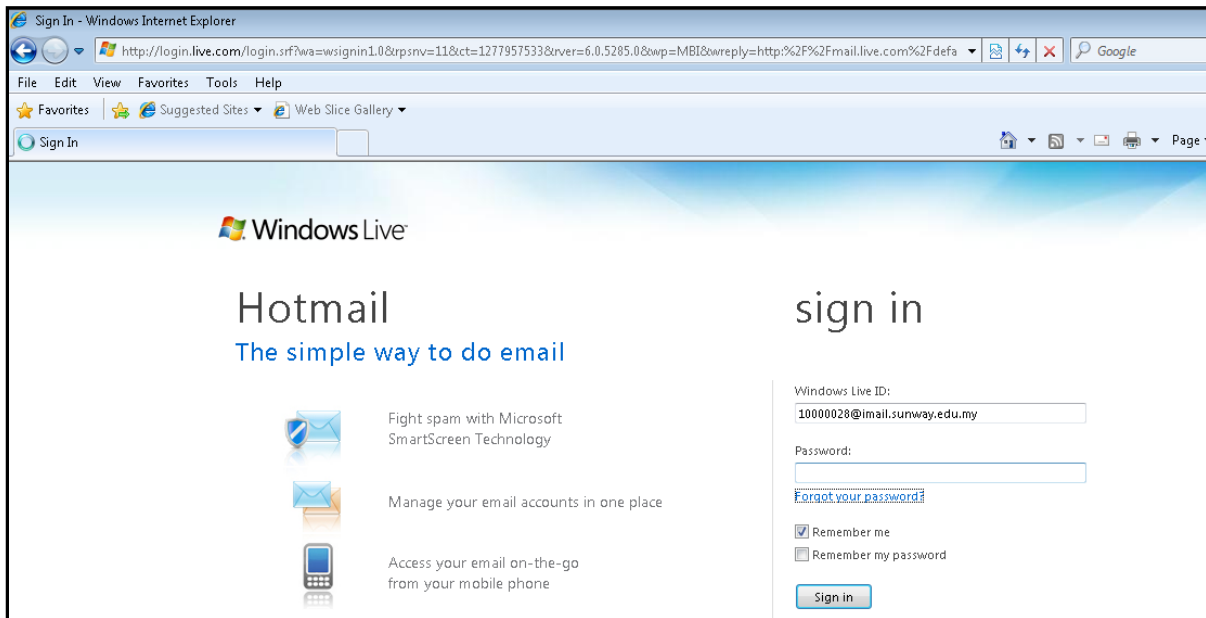




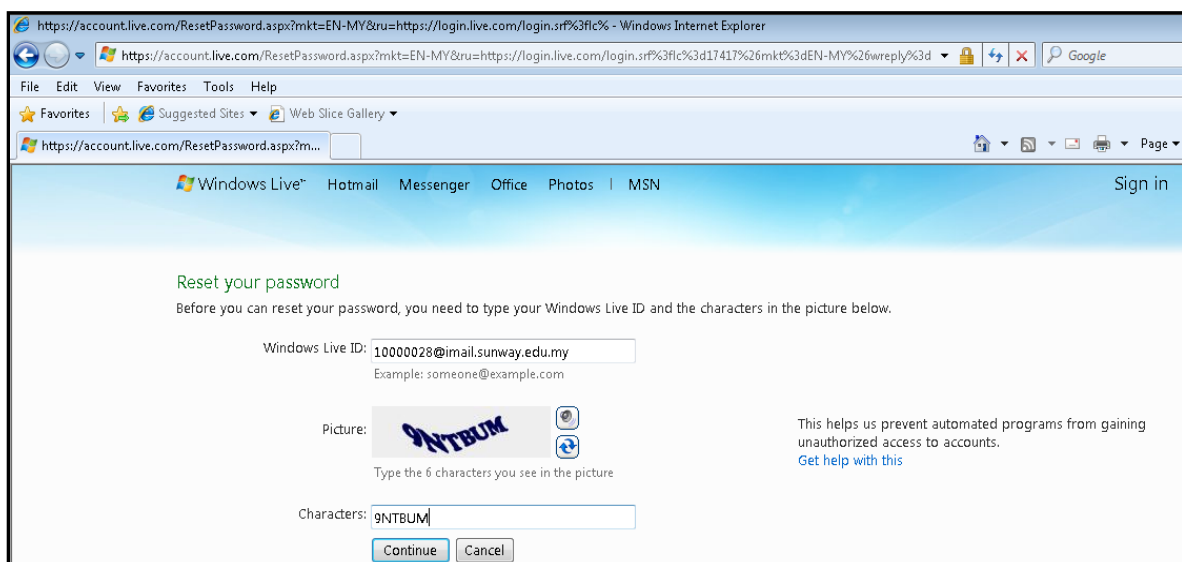
## iMail Student User Guide – What if I have forgotten the password?

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

- Browse <http://www.imal.sunway.edu.my> or <http://outlook.com/imal.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.





## iMail Student User Guide – What if I have forgotten the password?

- You can either select to reset your password using the alternate email address or questionnaire that had been configured in the system.

Reset your password

Select an option for resetting your password:

Use my location information and secret answer to verify my identity

Send password reset instructions to me in e-mail

For example: You can select Option 1 (Use my location information and secret answer to verify my identity)

Reset your password

Select an option for resetting your password:

Use my location information and secret answer to verify my identity

Country/region: Malaysia

Postal Code: 98000

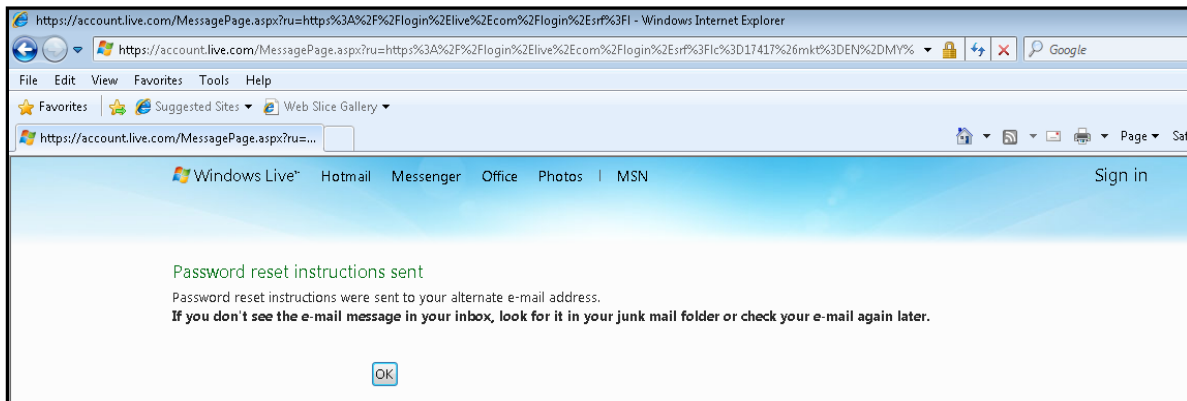
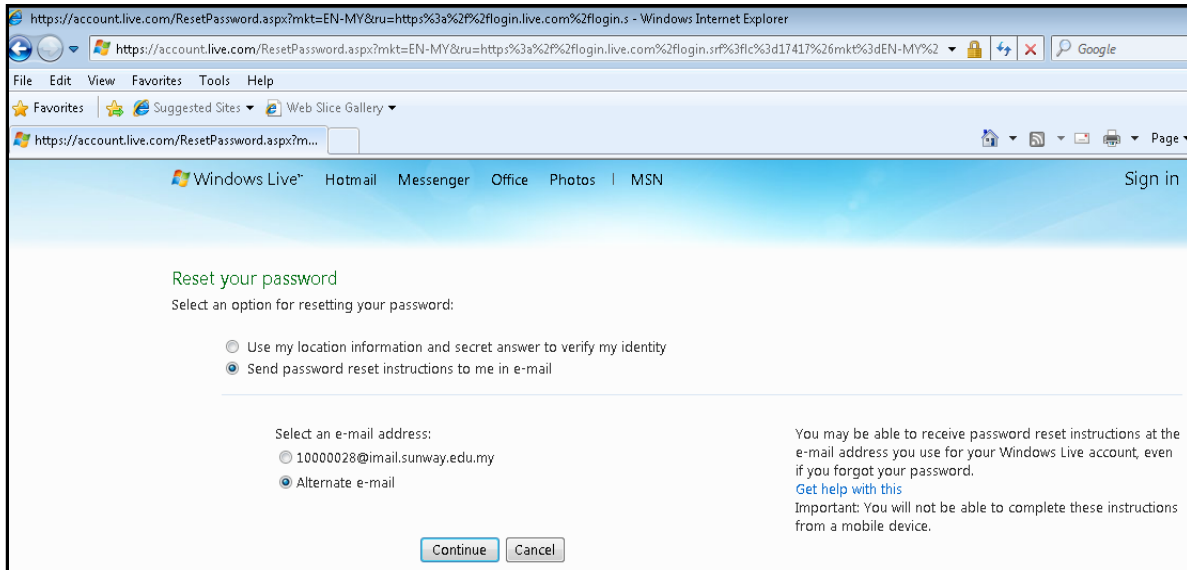
City/Region: Sarawak

Question: Mother's birthplace

Secret answer: \*\*\*\*\*



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](mailto: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](mailto:jbhelpdesk@sunway.edu.my)

Tel: 607-359 6880 x330

Or proceed to IT Services Department, Level 1 SYCJB Building

### Change History Log

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