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**University Center of
International Programmes
of Studies (UCIPS)**

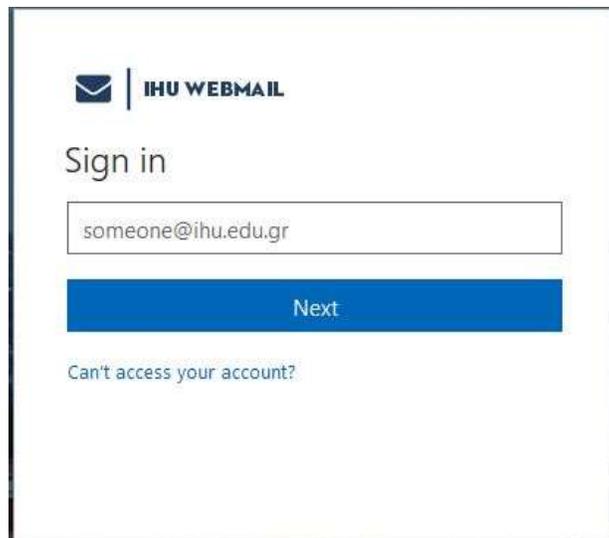
IHU E-mail (Office 365) Self-Service password reset service

Dept. of Information &
Telecommunication Systems & Services, IHU

In case that you forget your e-mail account password, you can know reset it yourself instantly.

The procedure presented below is concerned only with the IHU e-mail account password reset and not with your e-learning account, which is used to access the e-learning platform or your VPN account

If you lose or forget your email password, go to the IHU live mail login page (<https://students.ihu.edu.gr/ucipslivemail>) and click on *Can't access your account?*



IHU WEBMAIL

Sign in

someone@ihu.edu.gr

Next

[Can't access your account?](#)

Enter your IHU e-mail address and the characters shown in the picture or the words in the audio.

IHU WEBMAIL

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com

Enter the characters in the picture or the words in the audio.

At the next step, select the contact method for verification, either by use of the alternative email address or by sending a text message to the mobile phone number.

If you select, the first method click on *Email*.

IHU WEBMAIL

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternative email address

Send a text to my mobile phone number

Call my mobile phone number

You will receive an email containing a verification code at your alternative email address (vg*****@gmail.com).

Enter the verification code received by your alternative e-mail address and then - twice – the new password for your IHU e-mail account.

IHU WEBMAIL

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

Password strength

This information is required.

* Confirm new password:

Finish Cancel

Likewise, you can enter your registered mobile number and then click on *Text*, to change your password.

IHU WEBMAIL

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternative email address

Send a text to my mobile phone number

Call my mobile phone number

In order to protect your account, we need you to enter your complete mobile phone number (*****60) below. You will then receive a text message with a verification code which can be used to reset your password.

Text

Cancel