

# Guideline: Account Unlock and Password Reset portal

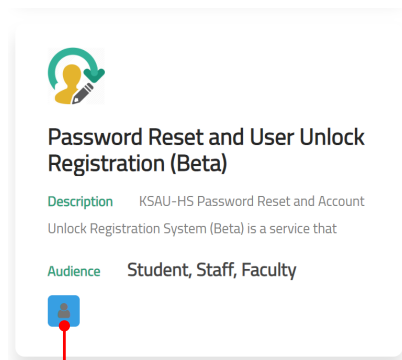


You can reset your Microsoft account password by following two steps.

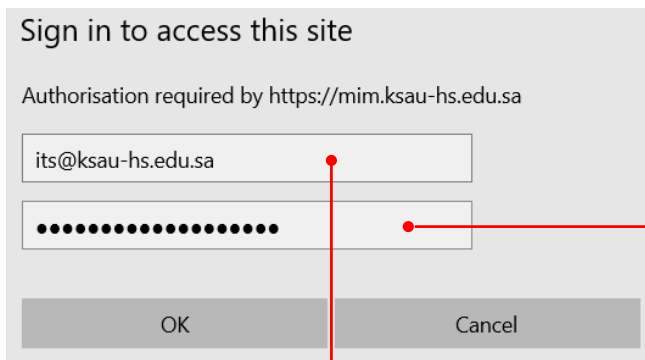
A. Complete the registration process at **Registration Portal**

B. Account Unlock/Password Reset from **Reset Portal**

Visit KSAU-HS **E-Services** at <https://ksau-hs.edu.sa/English/pages/e-services.aspx>



1. Click on **User Link**

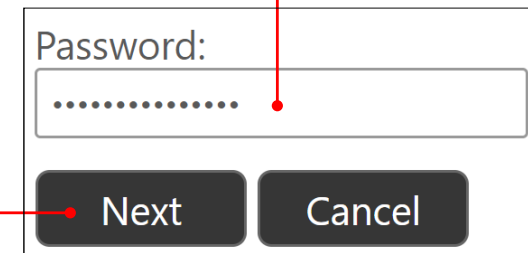


2. Sign with KSAU-HS **email address** and **Password**

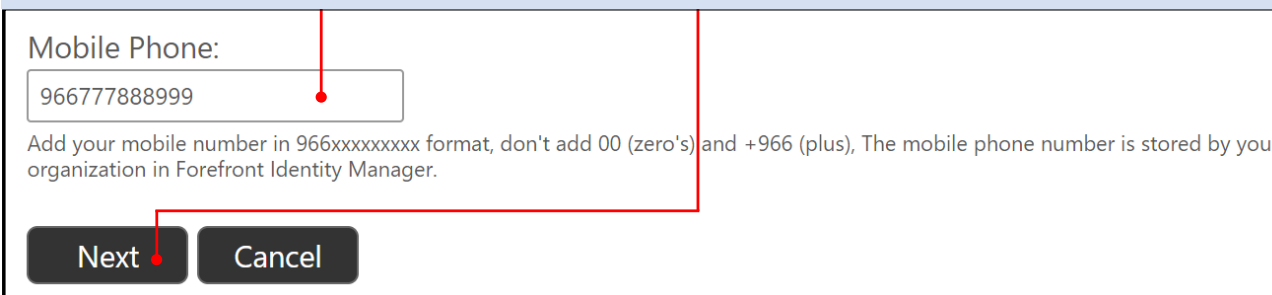


3. Click **Next** to begin the registration process.

4. Enter your current **Password**, then click **Next**



5. Enter your **Mobile Phone Number**. If you ever need to reset your password, a verification code will be sent to your mobile phone, then click **Next**



6. Registration process completed successfully

**Completed:** You are now registered



If you ever need to reset your password:

1. Go to the reset password portal
2. Verify your identity
3. Choose your new password

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## B. Account Unlock/Password Reset from **Reset Portal**

Visit KSAU-HS **E-Services** at <https://ksau-hs.edu.sa/English/pages/e-services.aspx>

**Password Reset and User Unlock Portal (Beta)**

**Description** KSAU-HS Password Reset and Account Unlock Portal System (Beta) is a service that allow the

**Audience** Student, Staff, Faculty

1. Click on **User Link**

Please enter your user name below

its@ksau-hs.edu.sa

*Examples:*  
KSUHS\username  
username@ksau-hs.edu.sa

**Next**

2. Enter KSAU-HS **email address** then click **Next**

3. Enter the Security Code in **Step 4** from your message (Received via SMS)

**KSAU-HS-ITS**  
Your security code is 620932

4. Enter the **Security Code** then click **Next**

Security Code:

620932

**Next** **Cancel**

5. For Password Reset, enter a **New password** and **Re-enter the password** then click **Next**

7. For Account Unlock, select **Account Unlock** then click **Next**

**Login Assistant** You were successfully authenticated.

**Account Unlock:** Keep Your Current Password

**Password Reset:** Choose Your New Password and Unlock Your Account

**Next** **Cancel**

6. You can now use your new password to log in

8. You successfully unlocked your account. It may take a few minutes before you are able to login again.