



LUMS

Information Systems  
Technology

# PASSWORD RESET



This guide relates to reset LUMS accounts password like wireless, Zambeel, LMS, system login.

To change the password of your account or unlock your account, you can visit IST helpdesk with your smart card or you can E-mail at [helpdesk@lums.edu.pk](mailto:helpdesk@lums.edu.pk) or call us at x4149/4150.

You can also Reset it by yourself just by following the steps explained in this guide.

## PASSWORD RESET IN CAMPUS

When you are at LUMS, and you have access to a system connected with LUMS Domain. Firstly, log in to your account and then press **Ctrl+Alt+Delete** to change your password.



## PASSWORD RESET THROUGH ONLINE PORTAL

Password reset portal is a utility that allows you to reset or change your wireless, zambeel, LMS, system login password online. In case you forget it, or your account locked out. You can change or unlock your account anytime from anywhere. All you need is an internet connection.



### ✓ Before you start

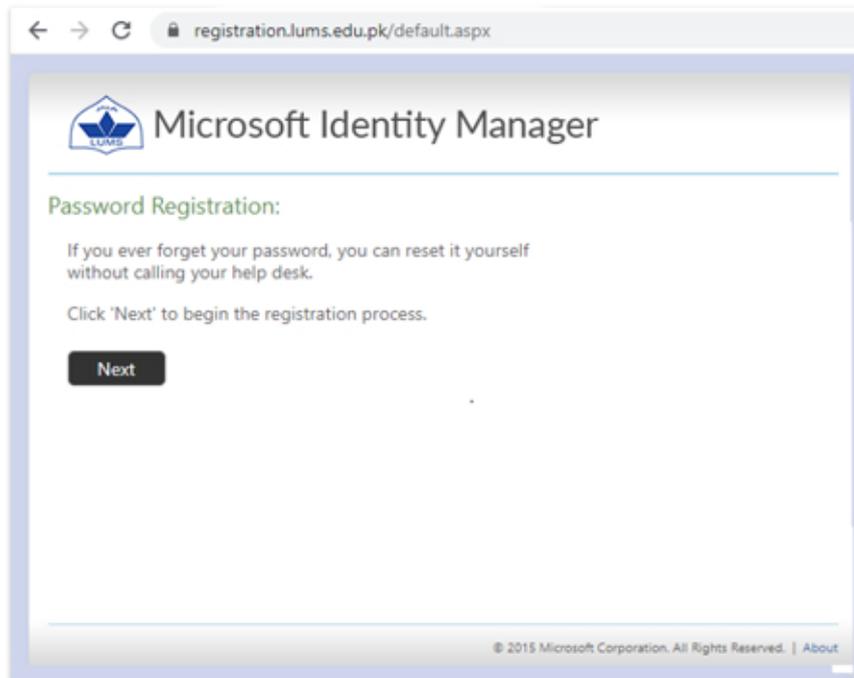
In order to use this service, you will first need to register yourself at <http://registration.lums.edu.pk>

This will be only helpful if you know Your existing password. In case you have forgotten your password, please contact IST Helpdesk through your LUMS email account at [helpdesk@lums.edu.pk](mailto:helpdesk@lums.edu.pk) by attaching the picture of your LUMS smart card for verification or call us at **x4149/4150**.



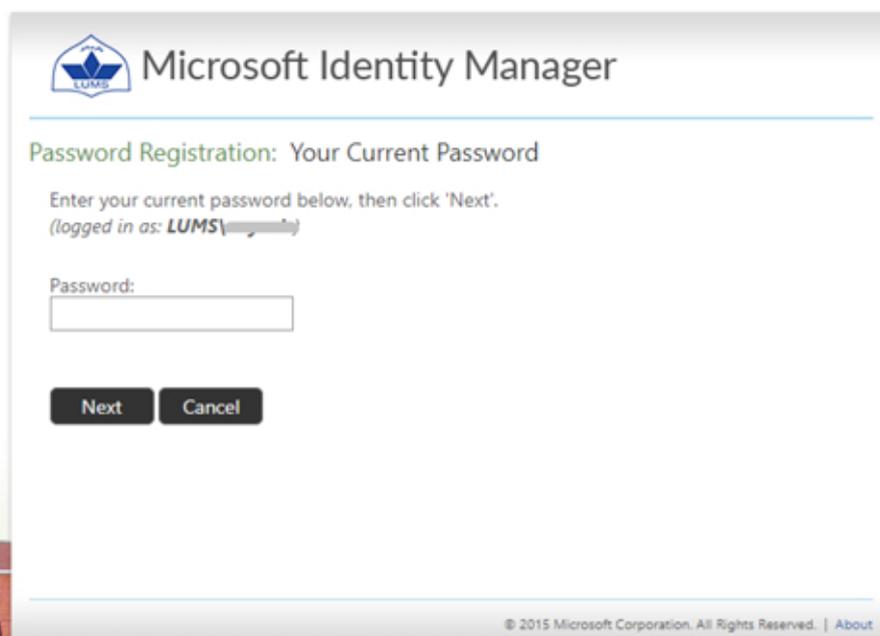
1. First register yourself at <http://registration.lums.edu.pk> click Next to Start the registration process.

**NOTE:** If you are already registered you can skip this step and login to <http://reset.lums.edu.pk>.



The screenshot shows a web browser window with the URL [registration.lums.edu.pk/default.aspx](http://registration.lums.edu.pk/default.aspx). The page features the LUMS logo and the title "Microsoft Identity Manager". Under the heading "Password Registration:", there is a message: "If you ever forget your password, you can reset it yourself without calling your help desk. Click 'Next' to begin the registration process." A dark "Next" button is positioned below the text. At the bottom right, there is a small copyright notice: "© 2015 Microsoft Corporation. All Rights Reserved. | About".

2. You can only register if you know your current password.



The screenshot shows a web browser window with the URL [registration.lums.edu.pk/default.aspx](http://registration.lums.edu.pk/default.aspx). The page features the LUMS logo and the title "Microsoft Identity Manager". Under the heading "Password Registration: Your Current Password", there is a message: "Enter your current password below, then click 'Next'. (logged in as: LUMS\...)" Below the message is a text input field labeled "Password:". At the bottom, there are two buttons: "Next" and "Cancel". At the bottom right, there is a small copyright notice: "© 2015 Microsoft Corporation. All Rights Reserved. | About".

3. Now, you must register your answer for 7 security questions. Once you have filled all the security questions, click Next.

*You don't need to provide exact information simply remember the answers you have entered otherwise you will not be able to reset your password.*

The screenshot shows the 'Microsoft Identity Manager' interface for 'Password Registration: Register Your Answers'. A red error banner at the top states 'You must answer at least 7 questions.' Below this, instructions specify that at least 7 questions must be answered, each with a minimum of four characters and no two answers may be the same. The form contains seven questions with corresponding input fields: 'What is the number of the bank account into which your LUMS compensation is paid?', 'What is your CNIC number? (Format: xxxxx-xxxxxx-x)', 'What is your passport number?', 'What is the name of the emergency contact you have registered with LUMS?', 'What is the phone number of the emergency contact you have registered with LUMS?', 'What is your blood group?', and 'What is your date of joining LUMS? (Date Format: MM-DD-YYYY)'. At the bottom, there are 'Next' and 'Cancel' buttons, and a footer with the copyright notice '© 2015 Microsoft Corporation. All Rights Reserved. | About'.

4. Now you are successfully registered.

The screenshot shows the 'Microsoft Identity Manager' interface with the message 'Completed: You are now registered'. A green checkmark icon is displayed next to the text 'If you ever need to reset your password:'. Below this, a numbered list provides instructions: '1. Go to the reset password portal', '2. Verify your identity', and '3. Choose your new password'. At the bottom, there is a footer with the copyright notice '© 2015 Microsoft Corporation. All Rights Reserved. | About'.

After registration, please visit <http://reset.lums.edu.pk> to reset your password.

1. Visit <http://reset.lums.edu.pk> and type your LUMS username then click Next.

reset.lums.edu.pk/default.aspx

 Microsoft Identity Manager

Login Assistant

Please enter your user name below

Examples:  
contoso\mmeyers  
mmeyers@contoso.com

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2. You must answer at least 5 security questions that you have set at the time of registration then click Next.

 Microsoft Identity Manager

Verify Your Identity: Submit Your Answers

You must answer 5 of the following 7 questions.

What is the number of the bank account into which your LUMS compensation is paid?

What is your CNIC number? (Format: xxxxx-xxxxxx-x)

What is your passport number?

What is the name of the emergency contact you have registered with LUMS?

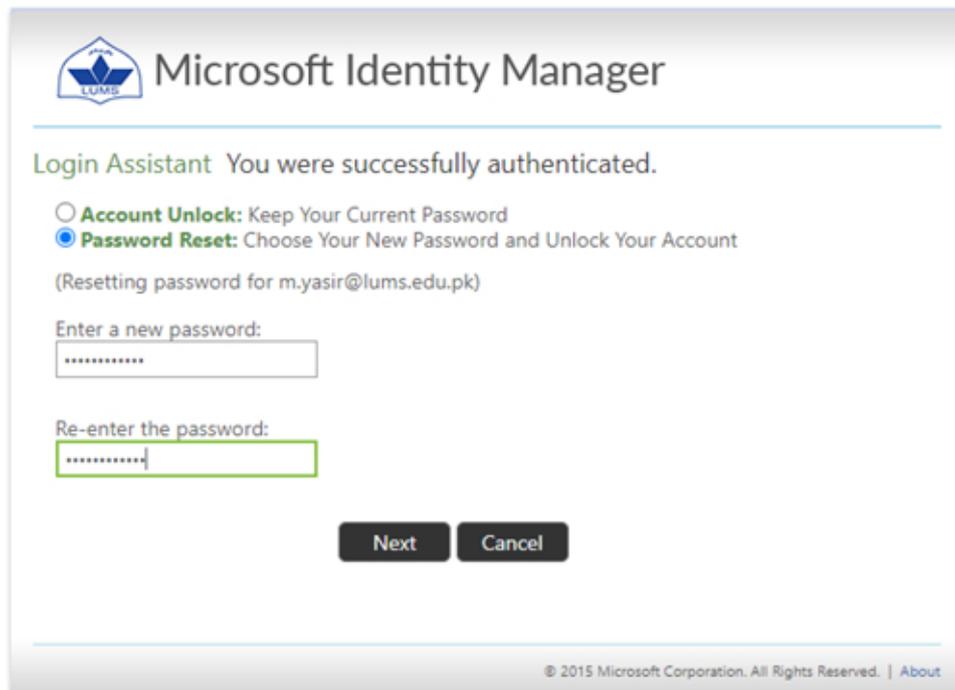
What is the phone number of the emergency contact you have registered with LUMS?

What is your blood group?

What is your date of joining LUMS? (Date Format: MM-DD-YYYY)

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3. After submitting correct answers you will get the option to password reset or account unlock. Type a new password or unlock your account then click Next.



 Microsoft Identity Manager

Login Assistant You were successfully authenticated.

Account Unlock: Keep Your Current Password  
 Password Reset: Choose Your New Password and Unlock Your Account

(Resetting password for m.yasir@lums.edu.pk)

Enter a new password:

Re-enter the password:

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 Microsoft Identity Manager

Success: Your password was reset

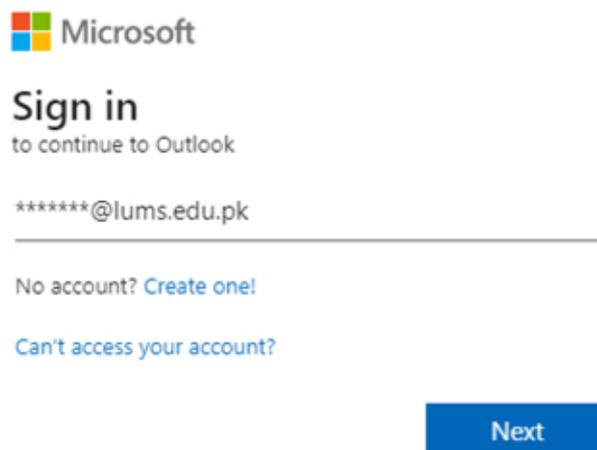
 You can now use your new password to log in.

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# Outlook Password Reset

To change your email account password, you must know your current password. First open this link <http://outlook.office365.com> through your browser and sign into your account.

In case you have forgotten your password, please contact IST Helpdesk through your alternate email account at [helpdesk@lums.edu.pk](mailto:helpdesk@lums.edu.pk) by attaching the picture of your LUMS smart card for verification or call us at x4149/4150.



Microsoft  
Sign in  
to continue to Outlook

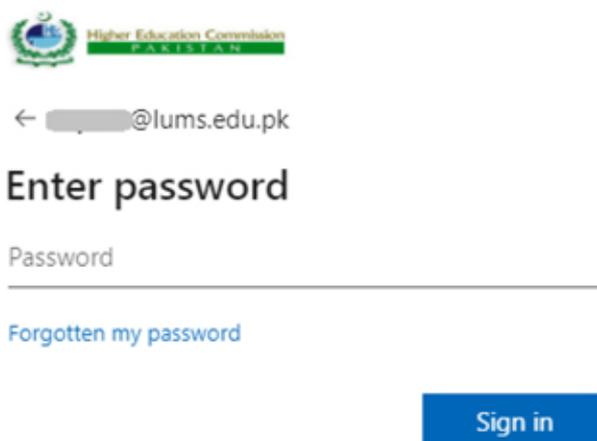
\*\*\*\*\*@lums.edu.pk

No account? [Create one!](#)

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

Next

2. Type your current password and Sign in.



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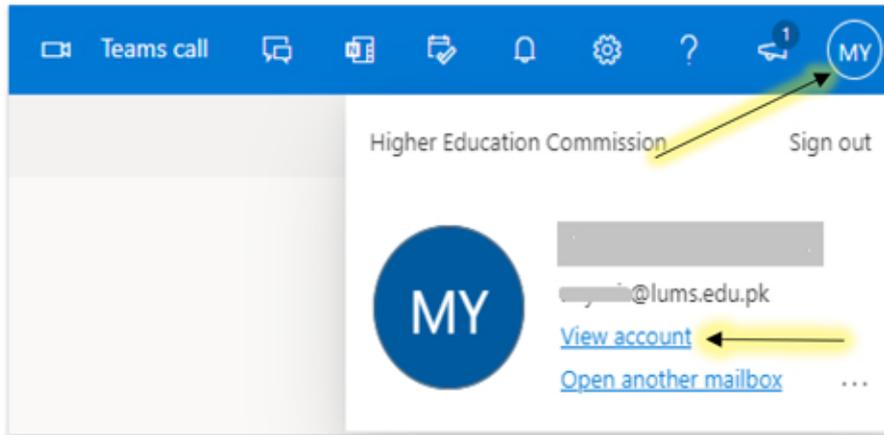
Enter password

Password

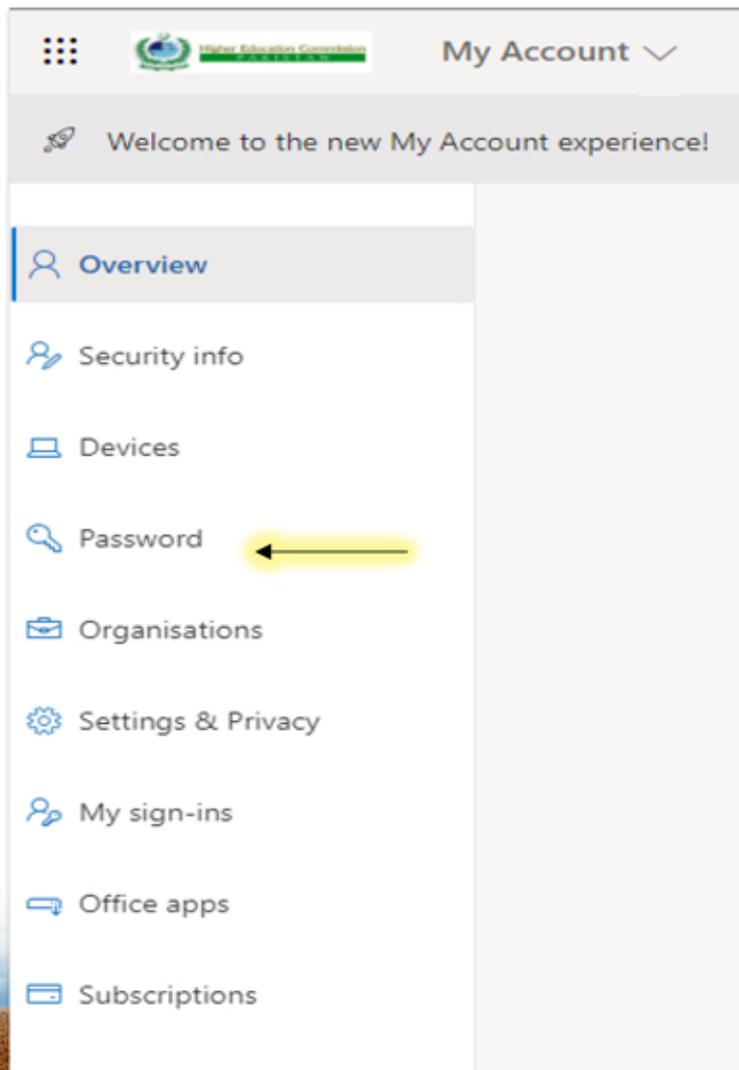
[Forgotten my password](#)

Sign in

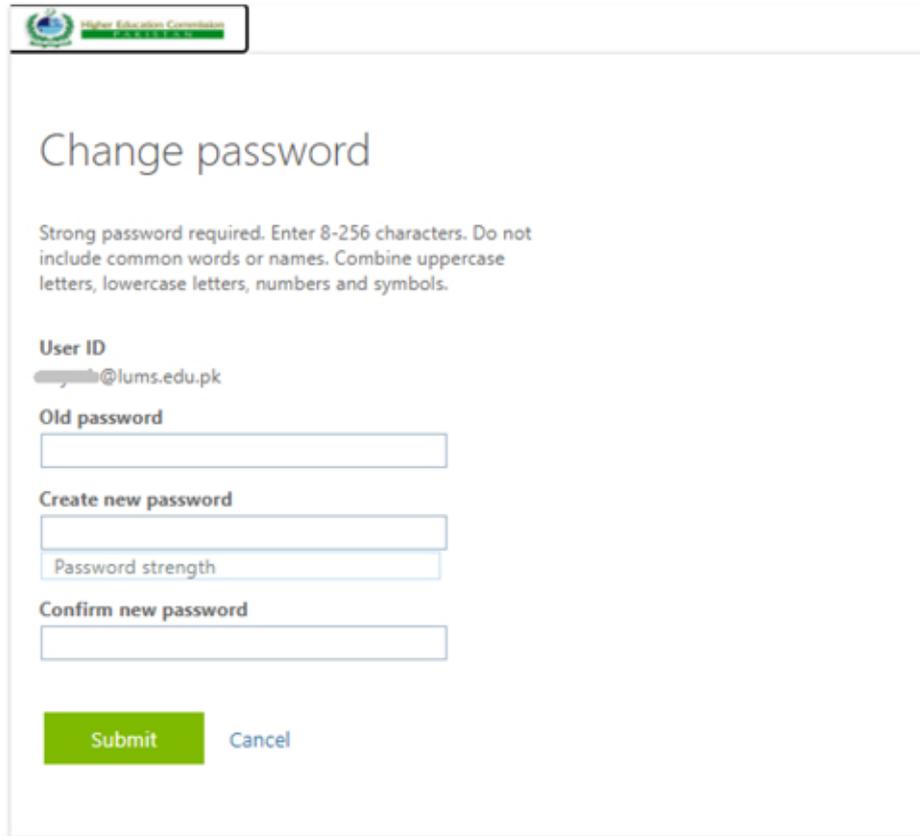
3. Click on my account which is placed on the right corner, then click View account.



4. Click on Password, which placed on the left column of appearing windows.



5. Type your old password, then create the new password you want to change press Submit. **Your password has been changed.**



The screenshot shows a web form titled "Change password" with the Higher Education Commission logo at the top left. Below the title is a note: "Strong password required. Enter 8-256 characters. Do not include common words or names. Combine uppercase letters, lowercase letters, numbers and symbols." The form includes a "User ID" field with the text "@lums.edu.pk" and a masked input field. Below that is an "Old password" field. The "Create new password" section has a main input field and a "Password strength" indicator. A "Confirm new password" field is at the bottom. At the very bottom are two buttons: a green "Submit" button and a grey "Cancel" button.

