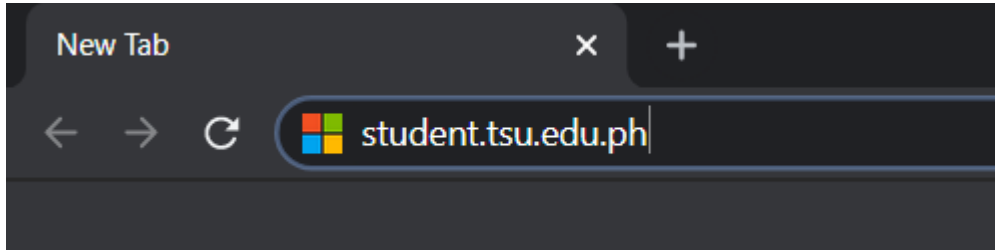


HOW TO RESET YOUR STUDENT PORTAL ACCOUNT

1. Open your web browser and go to <http://student.tsu.edu.ph>



2. Click on the 'Can't access your account?' link below.



Sign in

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

Sign-in options

Next

3. Choose 'work or school account.'



Which type of account do you need help with?




Work or school account
Created by your IT department



Personal account
Created by you

Back

4. Enter the details required: user ID and the characters in the pictures or audio on the page. (Note: Any characters or codes shown below are for SAMPLE only. These will vary on the actual reset and verification process. DO NOT COPY.)



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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.

5. Choose among the following options on verifying your request to reset your password.



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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Email my alternate email	You will receive an email containing a verification code at your alternate email address (pa*****@gmail.com).
<input type="radio"/> Text my mobile phone	
<input type="radio"/> Call my mobile phone	

5.1. If you wish to reset your account via receiving the verification code through email, choose 'Email my alternate email.'

5.1.1. Hit the 'email' button to receive the code.



Get back into your account

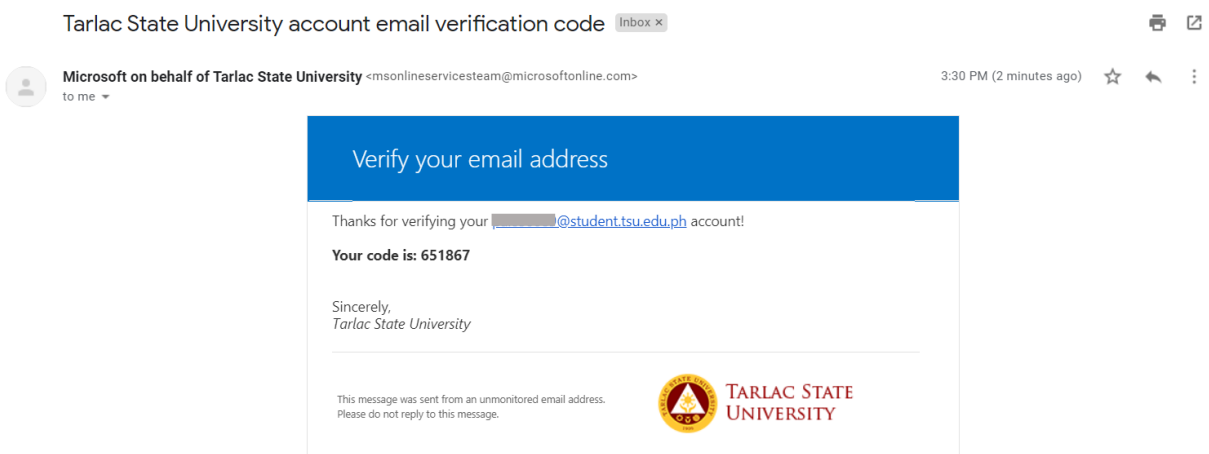
verification step 1 > choose a new password

Please choose the contact method we should use for verification:


<input checked="" type="radio"/> Email my alternate email	You will receive an email containing a verification code at your alternate email address (pa*****@gmail.com).
<input type="radio"/> Text my mobile phone	
<input type="radio"/> Call my mobile phone	

[Email](#)

5.1.2. Check for an email from Microsoft for your TSU account email verification code. (Note: Any characters or codes shown below are for SAMPLE only. This will vary on the actual reset and verification process. DO NOT COPY.)



5.1.3. Enter the code you received and hit 'next.' (Note: Any characters or codes shown below are for SAMPLE only. These will vary on the actual reset and verification process. DO NOT COPY.)



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:


- Email my alternate email
- Text my mobile phone
- Call my mobile phone

We've sent an email message containing a verification code to your inbox.

651867

[Next](#) [Are you having a problem?](#)

5.1.4. Enter a new password. Minimum of 8 character and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username. Click on the 'Finish' button once you are done.



Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

strong

* Confirm new password:

[Finish](#) [Cancel](#)

A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username.

5.1.5. You may now revisit <http://student.tsu.edu.ph> or click the link ('click here') and sign in to the student portal with your new password.




Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

5.2. If you wish to reset your account via receiving the verification code through text, choose 'Text my mobile phone.'

5.2.1. Enter your mobile phone registered with the account. Hit the 'Text' button to receive the code.

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Get back into your account

verification step 1 > choose a new password

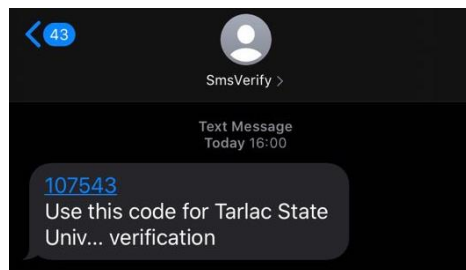
Please choose the contact method we should use for verification:


- Email my alternate email
- Text my mobile phone
- Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****53) below. You will then receive a text message with a verification code which can be used to reset your password.

5.2.2. Enter the 6-digit code received through text message and hit 'Next.'

(Note: Any characters or codes shown below are for SAMPLE only. These will vary on the actual reset and verification process. DO NOT COPY.)



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Get back into your account

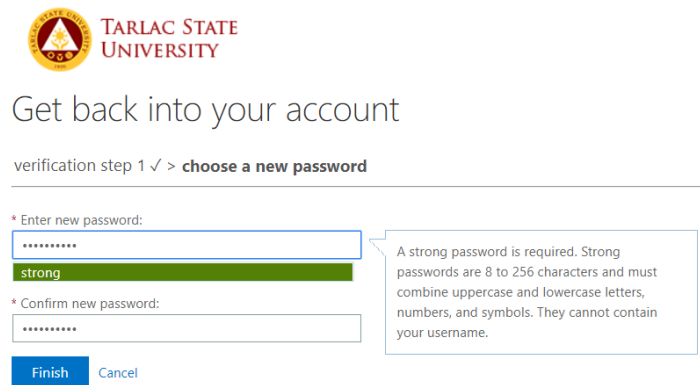
verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone

We've sent you a text message containing a verification code to your phone.

5.2.3. Enter a new password. Minimum of 8 character and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username. Click on the 'Finish' button once you are done.



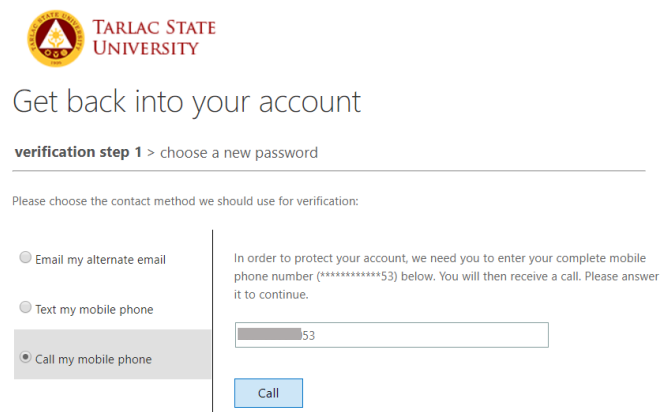
The screenshot shows the Tarlac State University logo at the top left. Below it is the heading "Get back into your account". Underneath, there is a breadcrumb trail: "verification step 1 ✓ > choose a new password". The main form area contains two input fields: "Enter new password:" and "Confirm new password:". The first field has a green bar below it with the word "strong" in white, indicating password strength. To the right of the form is a text box with the message: "A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username." At the bottom of the form are two buttons: "Finish" (in blue) and "Cancel" (in grey).

5.2.4. You may now revisit <http://student.tsu.edu.ph> or click the link ('click here') and sign in to the student portal with your new password.



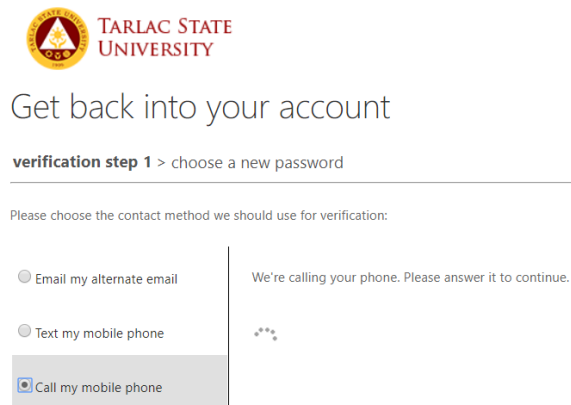
The screenshot shows the Tarlac State University logo at the top left. Below it is the heading "Get back into your account". Underneath, there is a green checkmark icon followed by the text "Your password has been reset". At the bottom, there is a link: "To sign in with your new password, [click here](#)."


5.3. If you wish to receive the verification code through a phone call, choose 'Call my mobile phone.'
5.3.1. Enter your mobile phone registered with the account. Hit the 'Call' button.



The screenshot shows the Tarlac State University logo at the top left. Below it is the heading "Get back into your account". Underneath, there is a breadcrumb trail: "verification step 1 > choose a new password". The main form area contains a section titled "Please choose the contact method we should use for verification:". There are three radio button options: "Email my alternate email", "Text my mobile phone", and "Call my mobile phone". The "Call my mobile phone" option is selected. To the right of these options is a text box with the message: "In order to protect your account, we need you to enter your complete mobile phone number (*****53) below. You will then receive a call. Please answer it to continue." Below this message is a text input field containing "53". At the bottom right of the form is a blue "Call" button.

5.3.2. Answer the incoming call and press the pound key (#) upon instruction. The website will automatically be redirected to the CHANGE PASSWORD page.



 **TARLAC STATE UNIVERSITY**

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

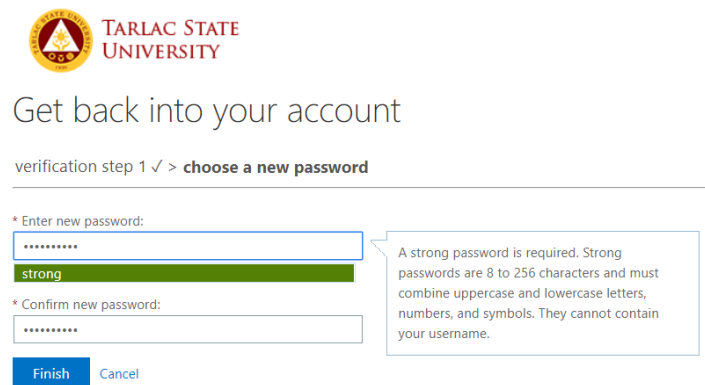
Email my alternate email


Text my mobile phone

Call my mobile phone

We're calling your phone. Please answer it to continue.

5.3.3. Enter a new password. Minimum of 8 character and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username. Click on the 'Finish' button once you are done.



 **TARLAC STATE UNIVERSITY**

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

strong

* Confirm new password:

Finish Cancel

A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username.

5.3.4. You may now revisit <http://student.tsu.edu.ph> or click the link ('click here') and sign in to the student portal with your new password.



 **TARLAC STATE UNIVERSITY**

Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here.](#)