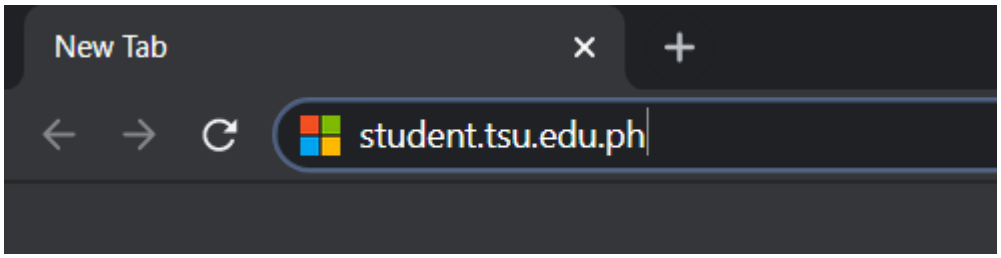
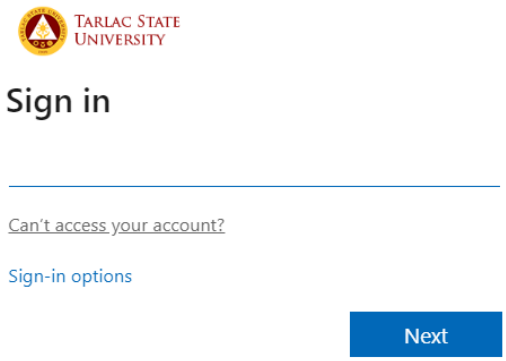
HOW TO RESET YOUR STUDENT PORTAL ACCOUNT

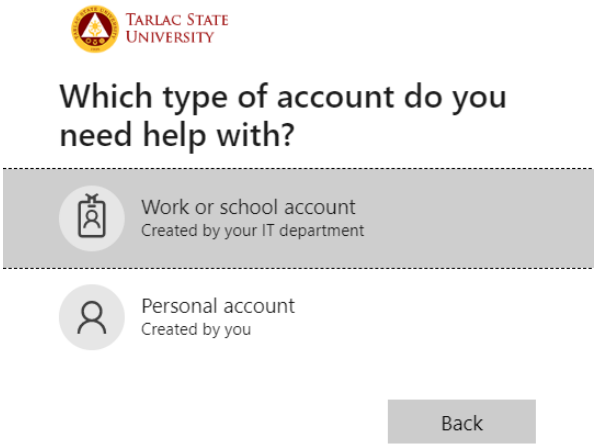
1. Open your web browser and go to *http://student.tsu.edu.ph*



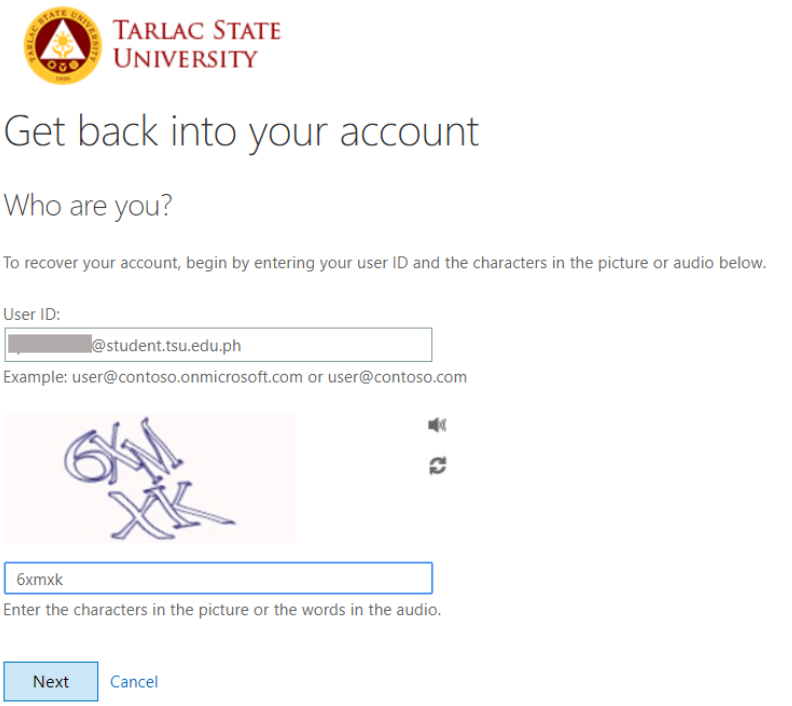
2. Click on the *'Can't accent your account?'* link below.



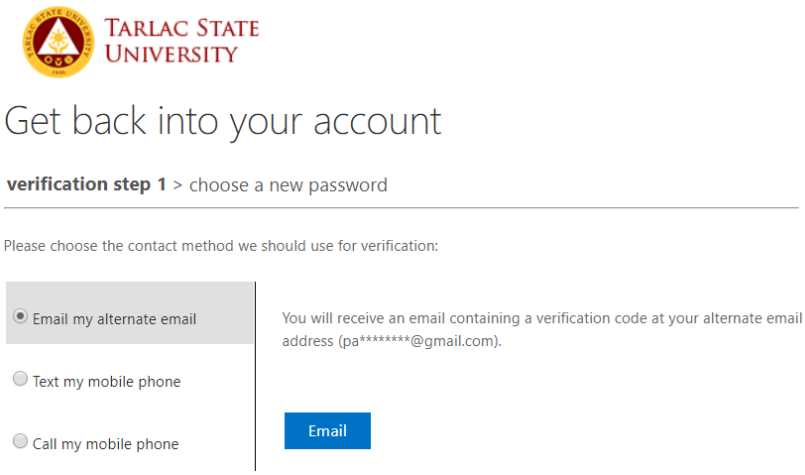
3. Choose *'work or school account.'*



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.)*

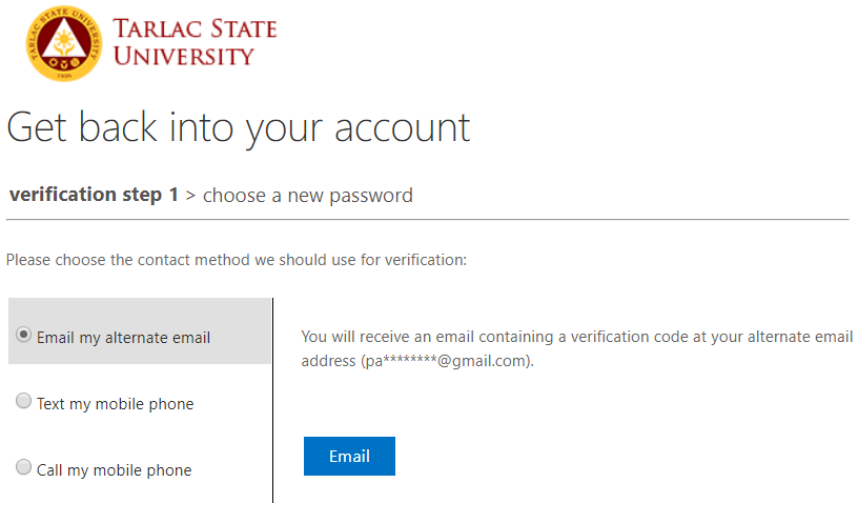


5. Choose among the following options on verifying your request to reset your password.

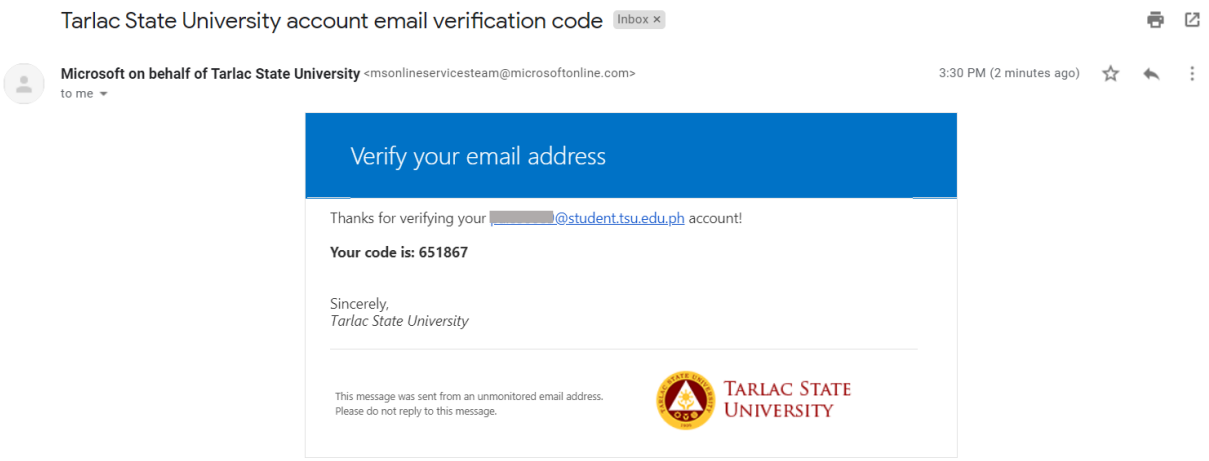


5.1. If you wish to reset your account via receiving the verification code through email, choose ‘Email my alternate email.’

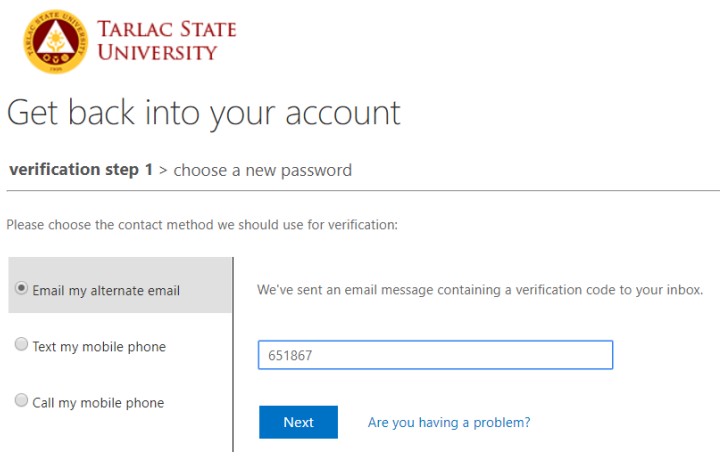
5.1.1. Hit the ‘email’ button to receive the code.



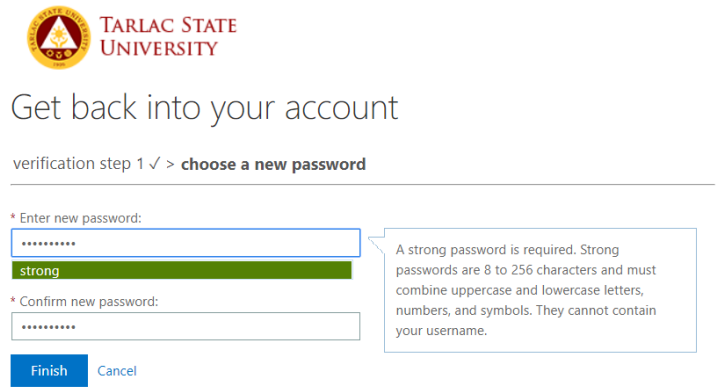
*5.1.2.*Check for an email from Microsoft for your TSU account email verification code. *(Note: Any characters or codes shown below are for SAMPLE only. This will vary on the actual reset and verification process. DO NOT COPY.)*



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.)*



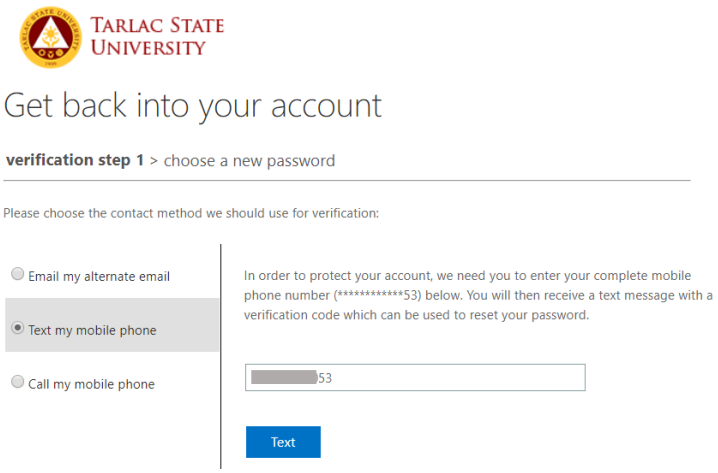
5.1.4. Enter a new password. Minimum of 8 character and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username. Click on the *'Finish'* button once you are done.



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.

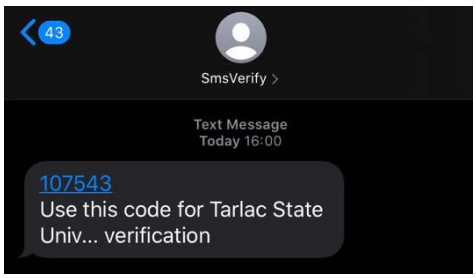
5.2. If you wish to reset your account via receiving the verification code through text, choose 'Text my mobile phone.'

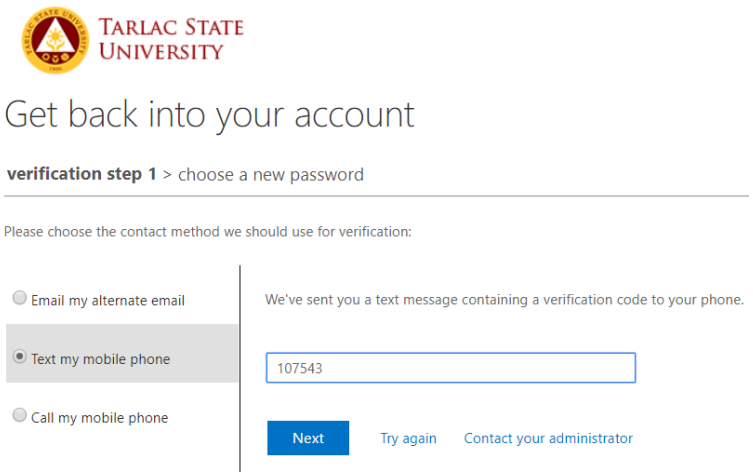
5.2.1. Enter your mobile phone registered with the account. Hit the 'Text' button to receive the code.



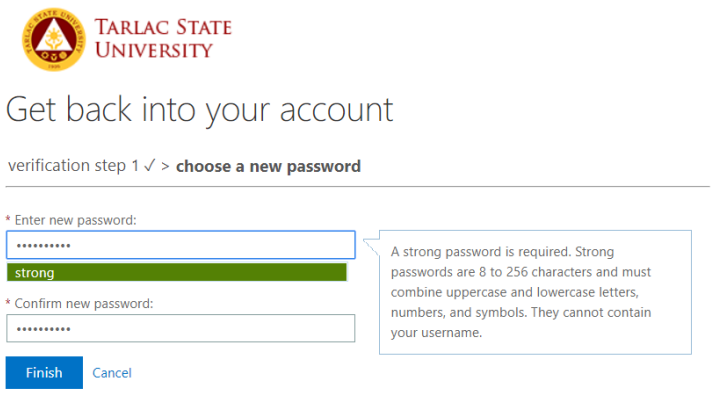
5.2.2. Enter the 6-digit code received through text message and hit 'Next.'

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





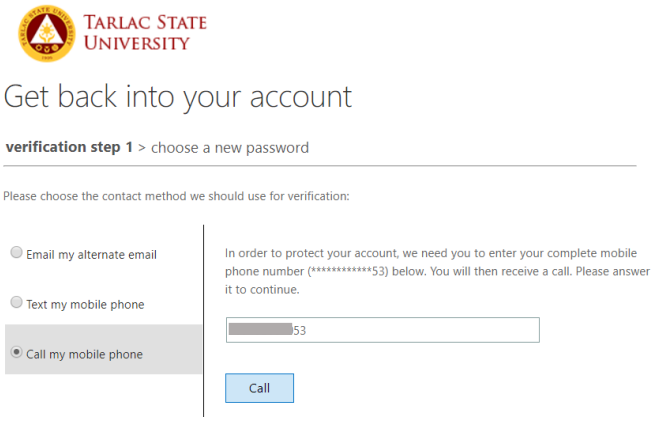
5.2.3. Enter a new password. Minimum of 8 character and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username. Click on the *'Finish'* button once you are done.



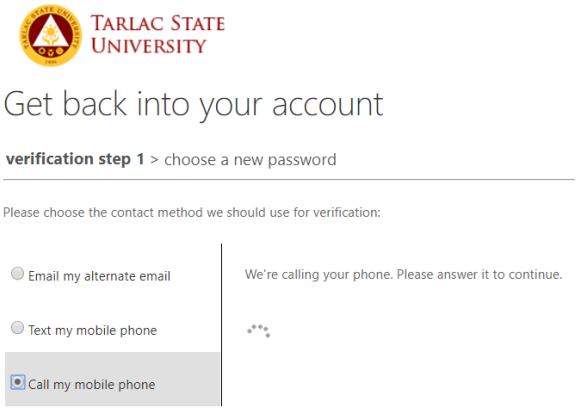
5.2.4. You may now revisit *http://student.tsu.edu.ph* or click the link (*'click here')* and sign in to the student portal with your new password.

5.3. If you wish to receive the verification code through a phone call, choose 'Call my mobile phone.'

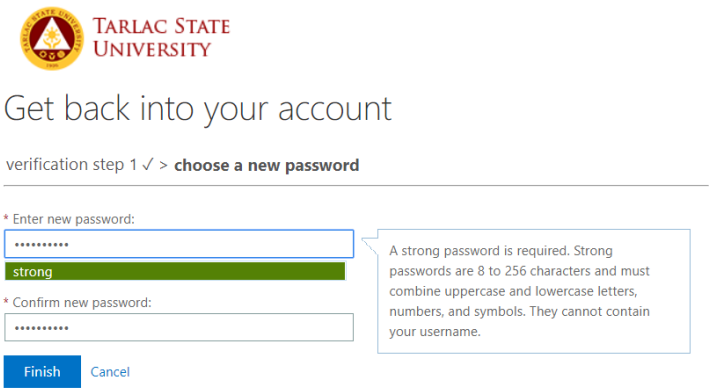
5.3.1. Enter your mobile phone registered with the account. Hit the 'Call' button.



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.



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.



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.