



HOW TO:

RESET PASSWORD FOR MYJU PORTAL

1. Please go to the site: <http://my.ju.edu>

2. Log in and select Click Forgot Password



**JACKSONVILLE
UNIVERSITY**

Sign in with your JU Credentials

Sign in

[Forgot Password | Need Help?](#)

Microsoft

Get back into your account

Who are you?

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

Email or Username: *

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



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

Next

Cancel

3. It will then prompt you to this page:
fill out the information with your full JU email address and fill out the captcha
4. Press “next”



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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:

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****07) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Cancel

4. Based on your preferences, proceed to fill out this information for either a text or call code.

5. Press “text” or “call” once filled



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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:

Text my mobile phone

Call my mobile phone

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

Enter your verification code

Next

Cancel

6. You will receive a code either via text or call, proceed to place that code within the blank space and select “next”

7. Once you submit the verification code, you will be prompted to then create a new password.

Please note: Passwords must be at least 12 characters long, contain at least 1 upper case, 1 number, 2 special characters (!, @, etc), and it CANNOT be your name, or an old password.

8. You will then be prompted to sign in using your new password.



Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel