

MyID Service

User Guide

(January 2018)



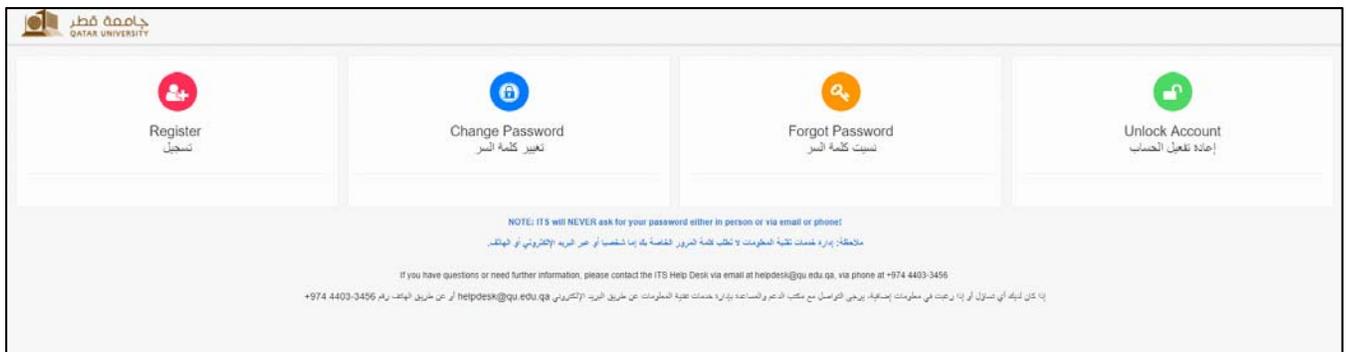
MyID is an IT self-service that allows QU Students, Faculty and Staff to Change/Reset their own QU passwords and to unlock their QU account.

In order to use this service, the end user needs to register to get enrolled in the service. If you are not enrolled, please contact **ITS Helpdesk**.

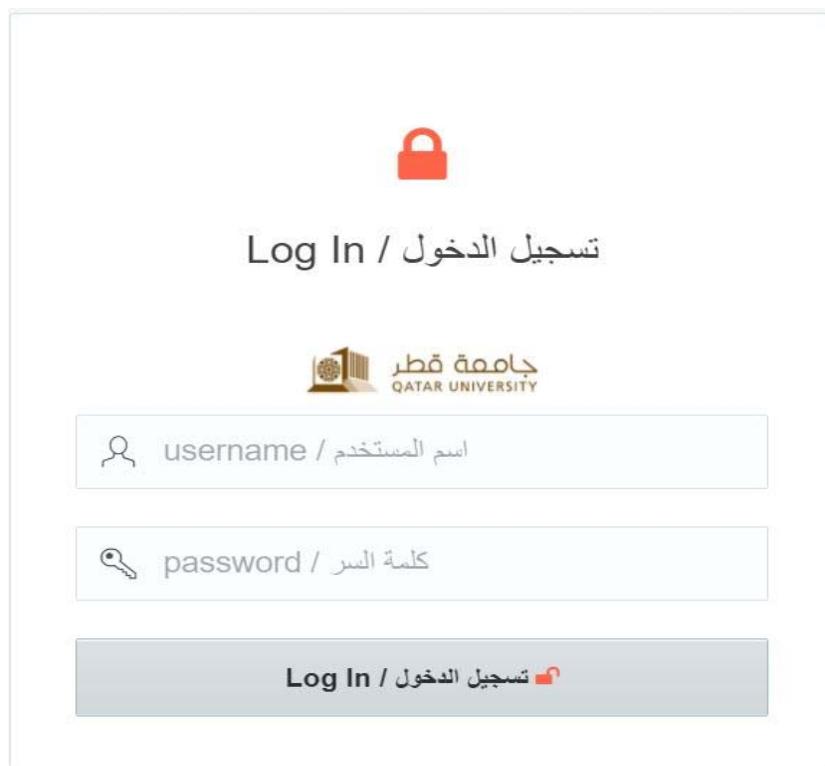
How to register in the service?

In order to register in MyID self-service, you need to follow the steps below:

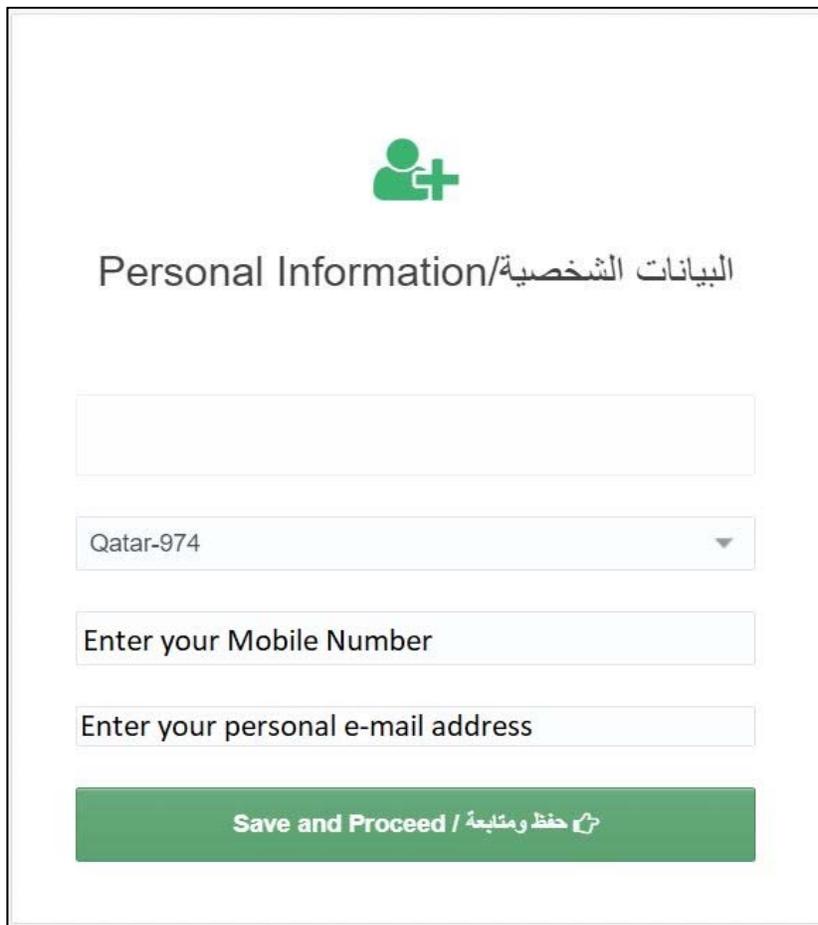
1. Visit <http://myid.qu.edu.qa> and click on **“Register”**.



2. On the next screen, enter your user ID and password and click **“Log IN”**.

The image shows the login screen of the MyID service. At the top center is a red padlock icon. Below it is the text 'Log In / تسجيل الدخول'. In the center is the Qatar University logo. Below the logo are two input fields: the first is for the username, labeled 'اسم المستخدم / username', and the second is for the password, labeled 'كلمة السر / password'. At the bottom is a large grey button with the text 'Log In / تسجيل الدخول' and a red padlock icon.

3. On the next screen, you are required to enter your mobile number and a personal email address (not QU email address). Click **"Save and Proceed"**.



Personal Information/البيانات الشخصية

Qatar-974

Enter your Mobile Number

Enter your personal e-mail address

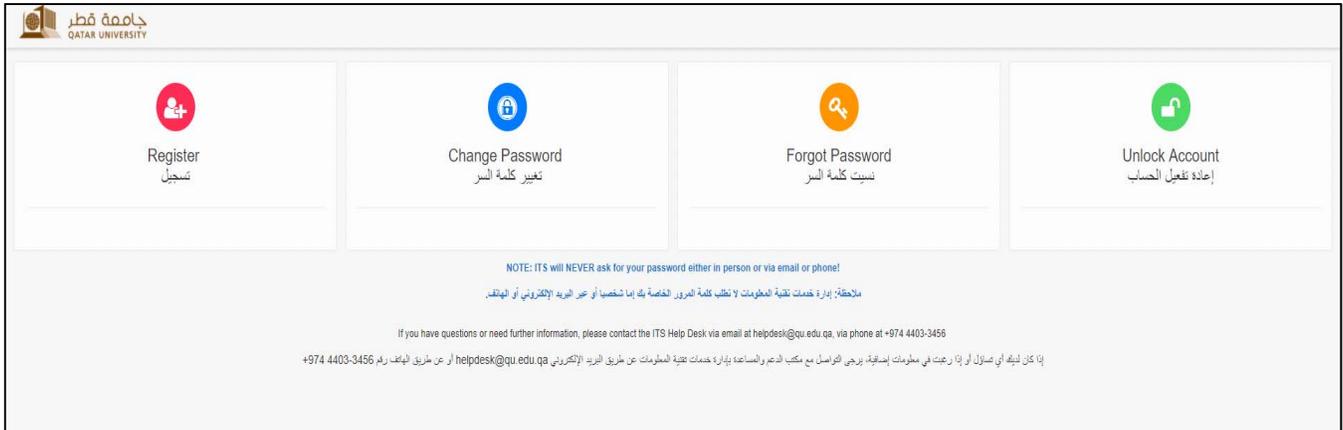
Save and Proceed / حفظ ومتابعة

By completing this last step, you are registered in the service and can receive SMS messages from ITS.

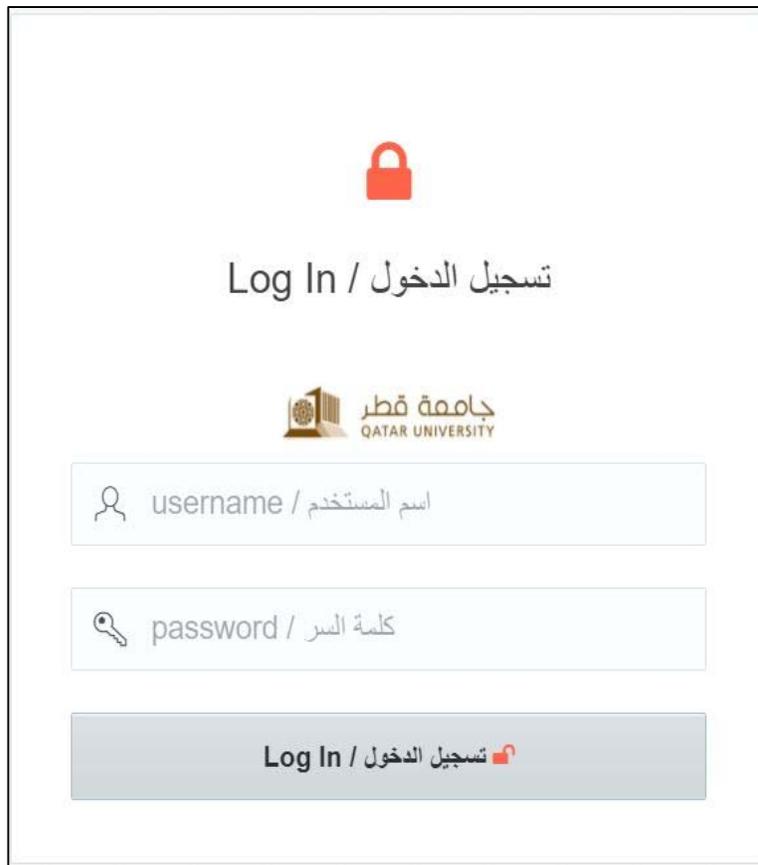
How to change your password?

In order to change your password, you need to follow these steps:

1. Visit <http://myid.qu.edu.qa> and click on “**Change Password**”.

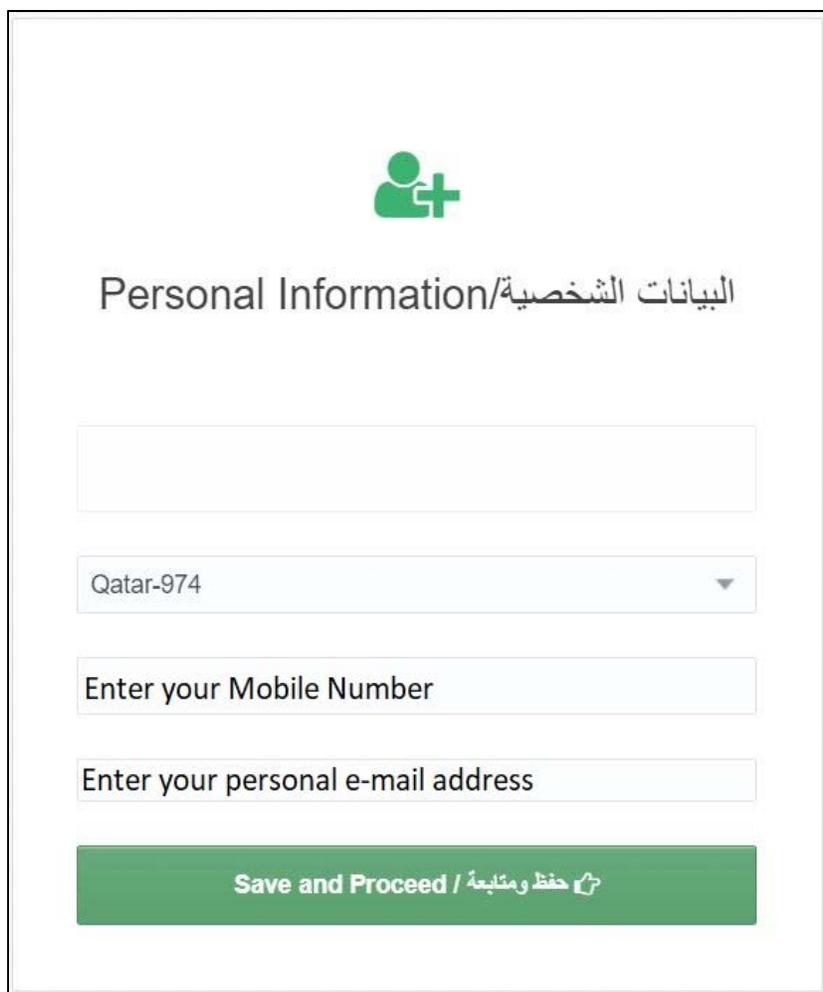


2. On the next screen, enter your user ID and password and click “**Log IN**”.



The screenshot shows the 'Log In / تسجيل الدخول' screen. At the top center is a red padlock icon. Below it is the text 'Log In / تسجيل الدخول'. In the center is the Qatar University logo. Below the logo are two input fields: the first is for 'username / اسم المستخدم' and the second is for 'password / كلمة السر'. At the bottom is a large grey button with the text 'Log In / تسجيل الدخول' and a red padlock icon.

3. On the next screen, you are required to update your personal information in case they are not updated, then click **"Save and Proceed"**.



Personal Information/البيانات الشخصية

Qatar-974

Enter your Mobile Number

Enter your personal e-mail address

Save and Proceed / حفظ ومتابعة

4. On the next screen, you need to enter the current password and the new password. Please follow the change password guidelines mentioned inside the change password box. Once done, click on **"Change Password"**.



Change Password تغيير كلمة السر

Password must be in English, at least 8 characters in length, and must match at least 3 of the following conditions:

يجب ان تكون كلمة السر الجديدة باللغة الإنكليزية ويجب ان لا تقل عن 8 حروف وأن تتوافر فيها 3 من الشروط التالية (على الأقل):

حروف على الأقل 8 - Minimum 8 characters

حرف صغير (a-z) - small letter

حرف كبير (A-Z) - Capital letter

رقم (0-9) - Number

رموز خاصة (!@#\$\$%^&*) - Special character



enter current password / لية



enter new password / الجديدة



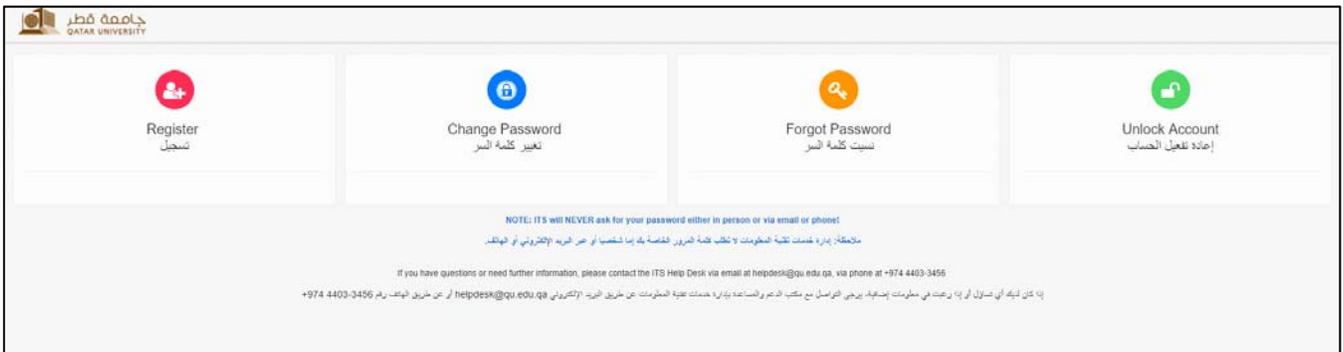
reenter new password / ديدة

Change Password / تغيير كلمة السر

Forgot your password?

If you have forgotten your password and you need to reset it, you need to follow the steps below.

1. Visit <http://myid.qu.edu.qa> and Click on “Forgot Password”.



2. Enter your **QU Username** and click “**Next**”.

أدخل اسم المستخدم / Enter Username

اسم المستخدم / username

Next/التالي >

3. On the next screen, select where you would like to receive the **verification code**; *your mobile number or your personal email*.



Verification Code / رمز التحقق

Please choose where would you like to receive your secret code
الرجاء اختيار وسيلة ارسال رمز التحقق

 66*****609

 ah*****@y***.com

Get Verification Code / احصل على رمز التحقق

4. Then, click **"Get Verification Code"**.
5. When you receive the code, type it where it says **"Enter Code"** on the next screen and Click **"Verify Code"**.



Verification Code / رمز التحقق

A code was sent to your Mobile/Email. Please enter the code to reset your password
قد تم إرسال الرمز إلى هاتفك الجوال أو بريدك الإلكتروني. يرجى إدخال الرمز لإعادة ضبط كلمة
المرس

Time Remaining
00:00:09:55

Resend Code / إعادة إرسال الرمز

enter code / ادخل الرمز

Verify code / أدخل رمز التحقق

6. On the next screen, select your new password. Please follow the reset password guidelines mentioned inside the reset password box. Once done, click on **"Save"**.



إعادة تعيين كلمة السر / Reset Password

Password must be in English, at least 8 characters in length, and must match at least 3 of the following conditions:

يجب ان تكون كلمة السر الجديدة باللغة الإنكليزية ويجب ان لا تقل عن 8 حروف وأن تتوفر فيها 3 من الشروط التالية (على الأقل):

حروف على الأقل 8 - Minimum 8 characters

حرف صغير (a-z) - small letter

حرف كبير (A-Z) - Capital letter

رقم (0-9) - Number

رموز خاصة (!@#\$\$%^&*) - Special character

00:00:09:29



كلمة السر الجديدة / new password



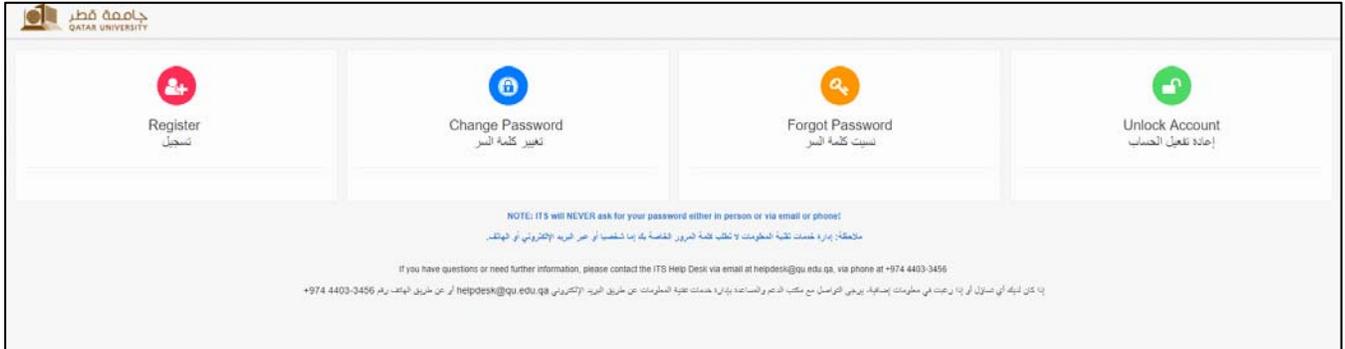
كلمة السر الجديدة / reenter new password

Save / احفظ

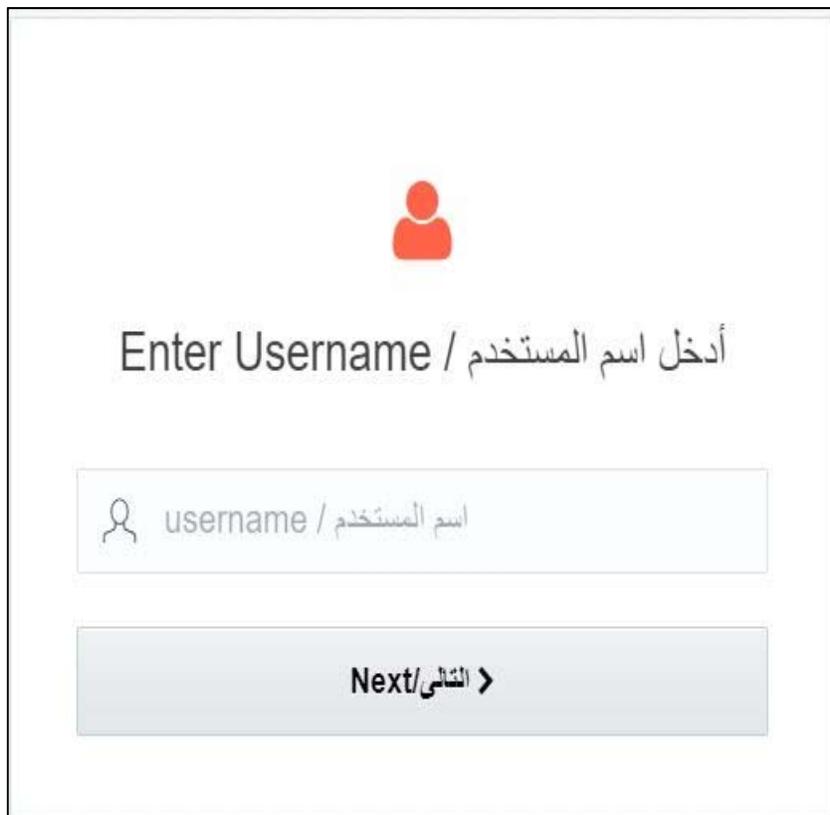
Want to unlock your QU account?

If your QU account got locked out, you can unlock it if you follow the steps below.

1. Visit <http://myid.qu.edu.qa> and Click on “**Unlock Account**”.



2. Enter your **QU Username** and click “**Next**”.

A screenshot of the 'Enter Username' step in the account unlock process. The page features a red person icon at the top. Below the icon, the text reads 'Enter Username / أدخل اسم المستخدم'. There is a text input field with a person icon on the left and the placeholder text 'username / اسم المستخدم'. Below the input field is a large blue button with the text 'Next/التالي >'. The entire form is enclosed in a light blue border.

3. On the next screen, select where you would like to receive the **verification code**; your mobile number or your personal email.

Verification Code / رمز التحقق

Please choose where would you like to receive your secret code
الرجاء اختيار وسيلة ارسال رمز التحقق

66*****609

ah*****@y****.com

Get Verification Code / احصل على رمز التحقق

4. Then, click **"Get Verification Code"**.
5. When you receive the code, type it where it says **"Enter Code"** on the next screen and Click **"Unlock Account"**.



Verification Code / رمز التحقق

A code was sent you Cell phone/Email. Please enter the code to reset your password

قد تم إرسال الرمز إلى هاتفك الجوال أو بريدك الإلكتروني. يرجى إدخال الرمز لإعادة ضبط كلمة السر

Time Remaining

00:00:08:27

Resend Code / إعادة إرسال الرمز

enter code / ادخل الرمز

Unlock Account / إعادة تفعيل الحساب