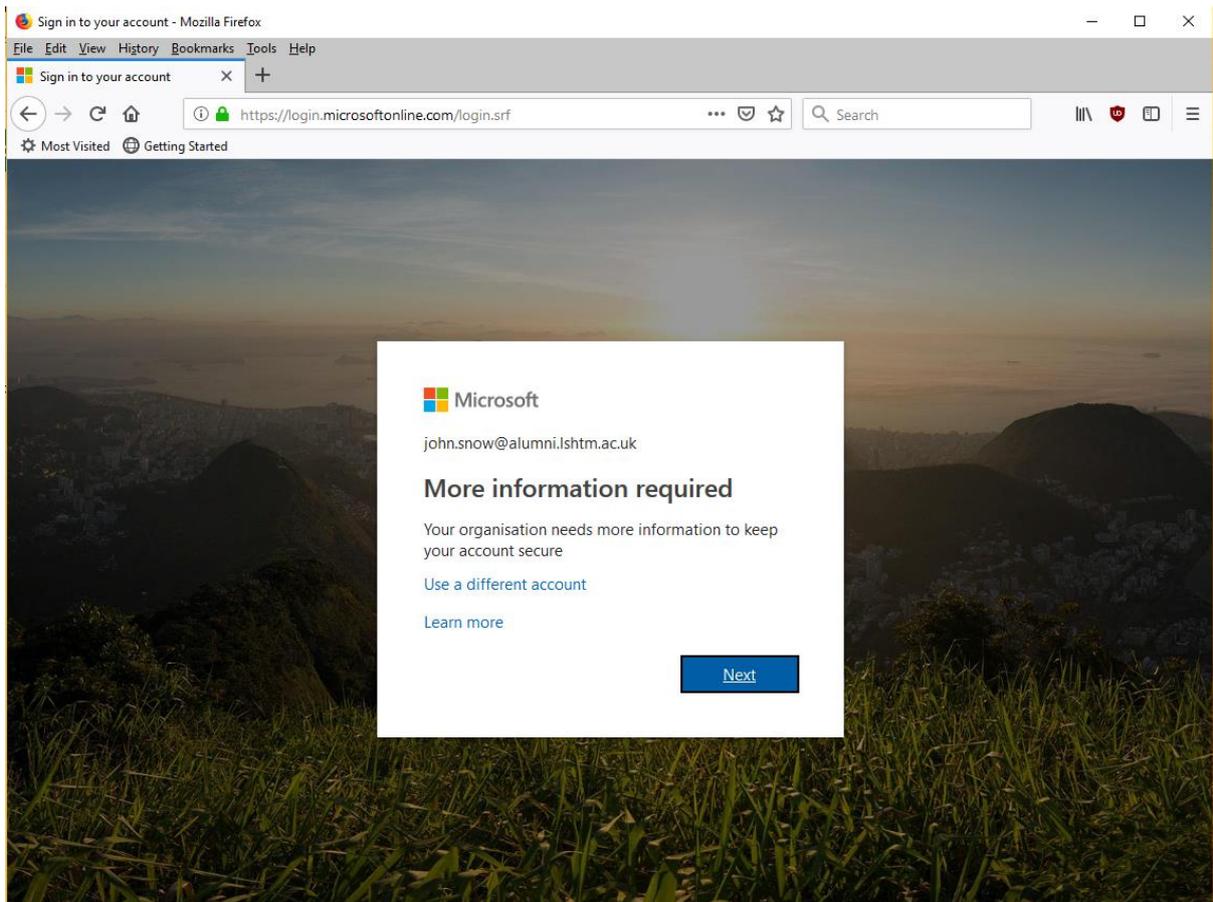


## Your LSHTM alumni email account

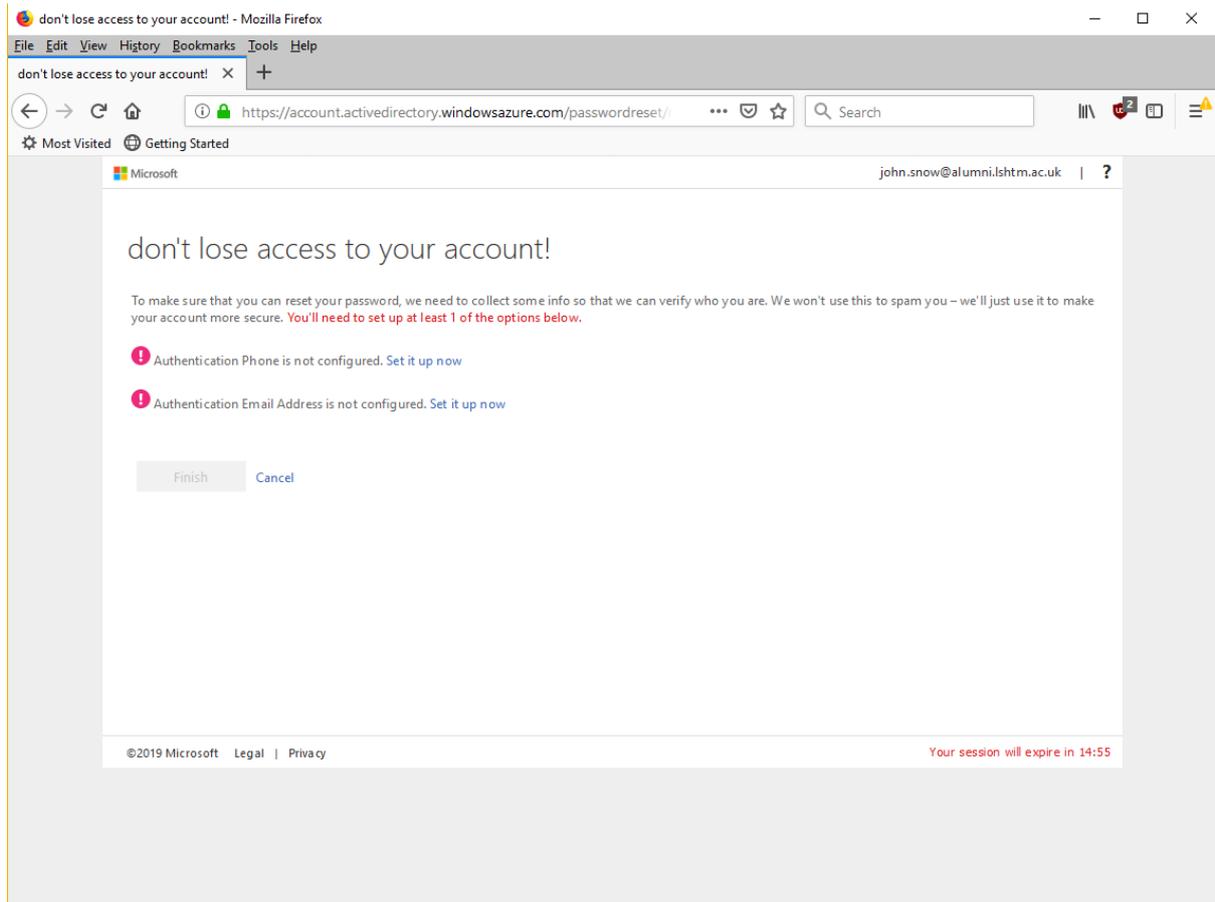
We are making some changes to the way we provide the LSHTM alumni email accounts. We are moving away from using the third party supplier IAMCloud and will be providing these accounts via the LSHTM O365 platform.

### What you need to do:

Before 15 July 2019, we kindly ask that you go to <https://outlook.office365.com> and add additional account recovery options to your alumni email account.



When you click on 'Next' you will be presented with two options to add additional security to your account:



You can either secure your account with a phone number or with an alternative email address – we however recommended you set both options. Both options are demonstrated in the screenshots below:

don't lose access to your account! - Mozilla Firefox

File Edit View History Bookmarks Tools Help

don't lose access to your account! X +

https://account.activedirectory.windowsazure.com/passwordreset/

Microsoft john.snow@alumni.lshtm.ac.uk | ?

# don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United Kingdom (+44)

1234567859

text me call me

Back

©2019 Microsoft Legal | Privacy Your session will expire in 14:53

don't lose access to your account! - Mozilla Firefox

File Edit View History Bookmarks Tools Help

don't lose access to your account! X +

https://account.activedirectory.windowsazure.com/passwordreset/

Microsoft john.snow@alumni.lshtm.ac.uk | ?

# don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

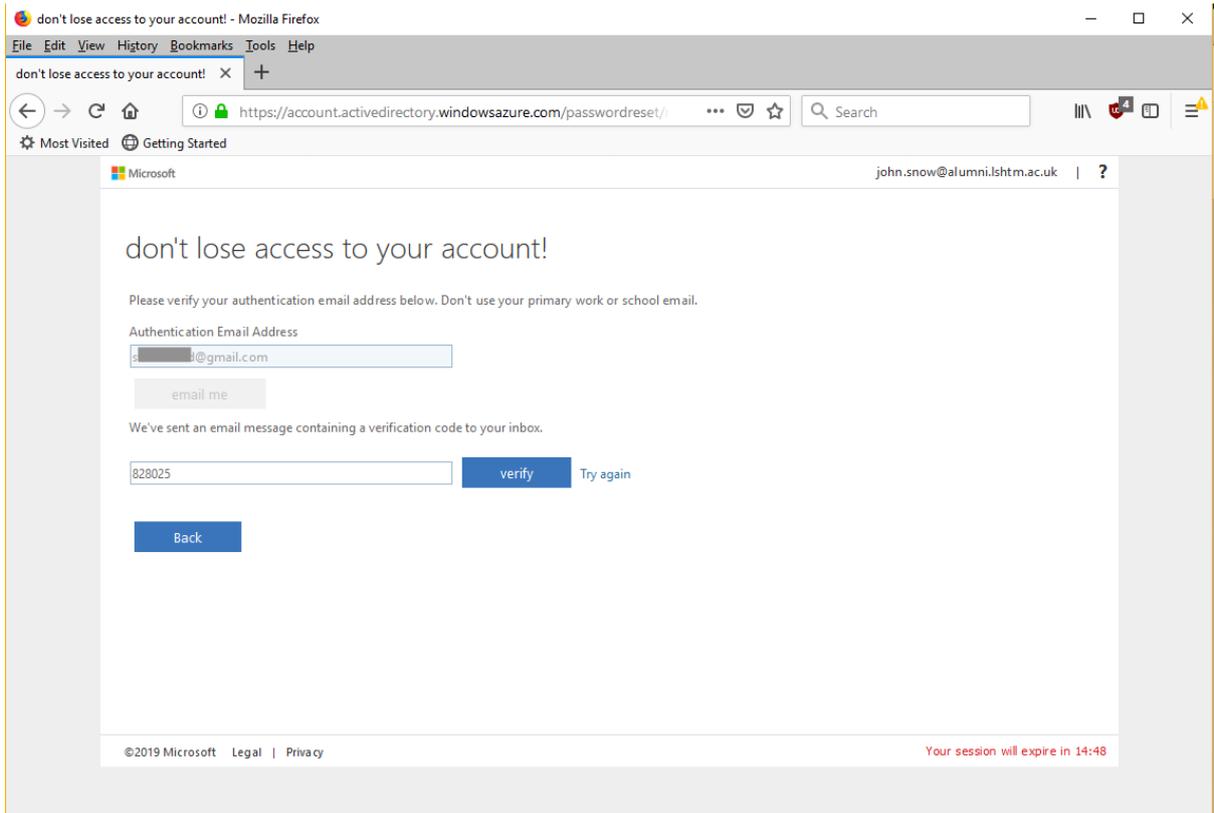
Authentication Email Address

your-email@gmail.com

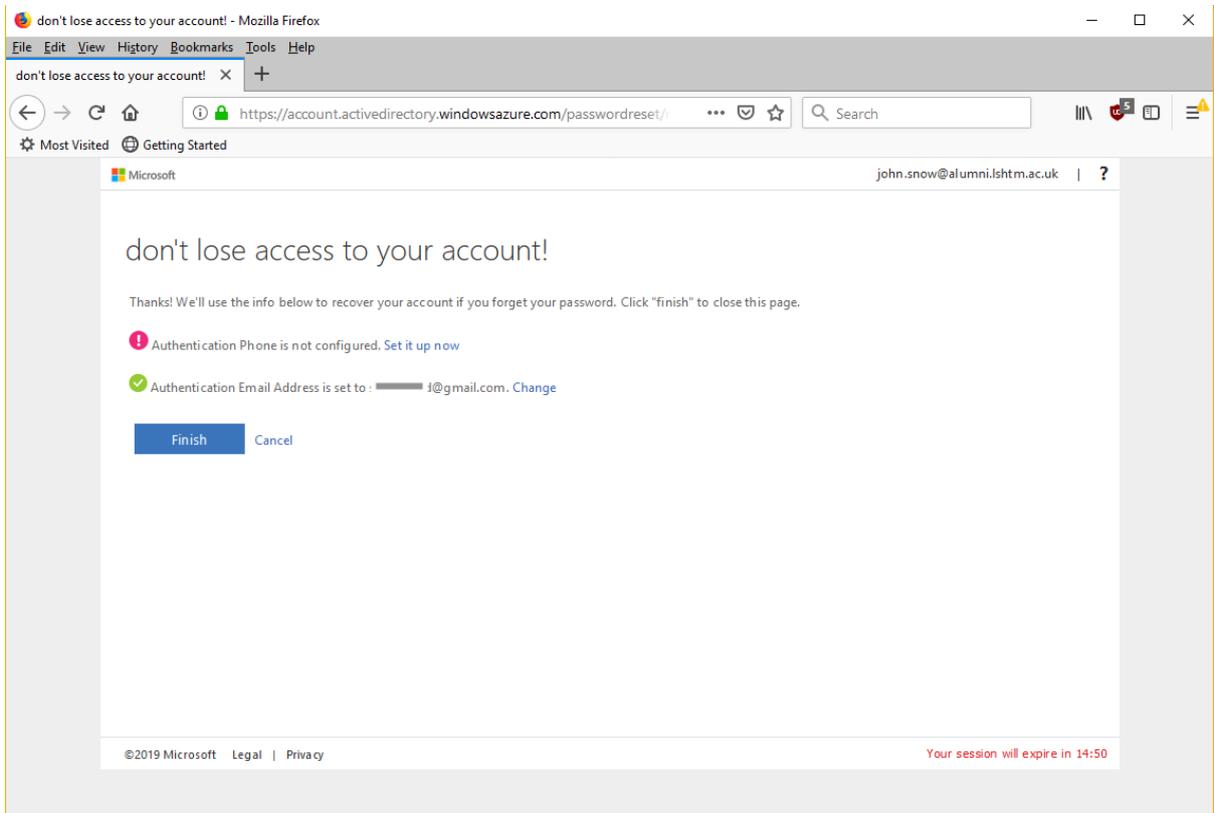
email me

Back

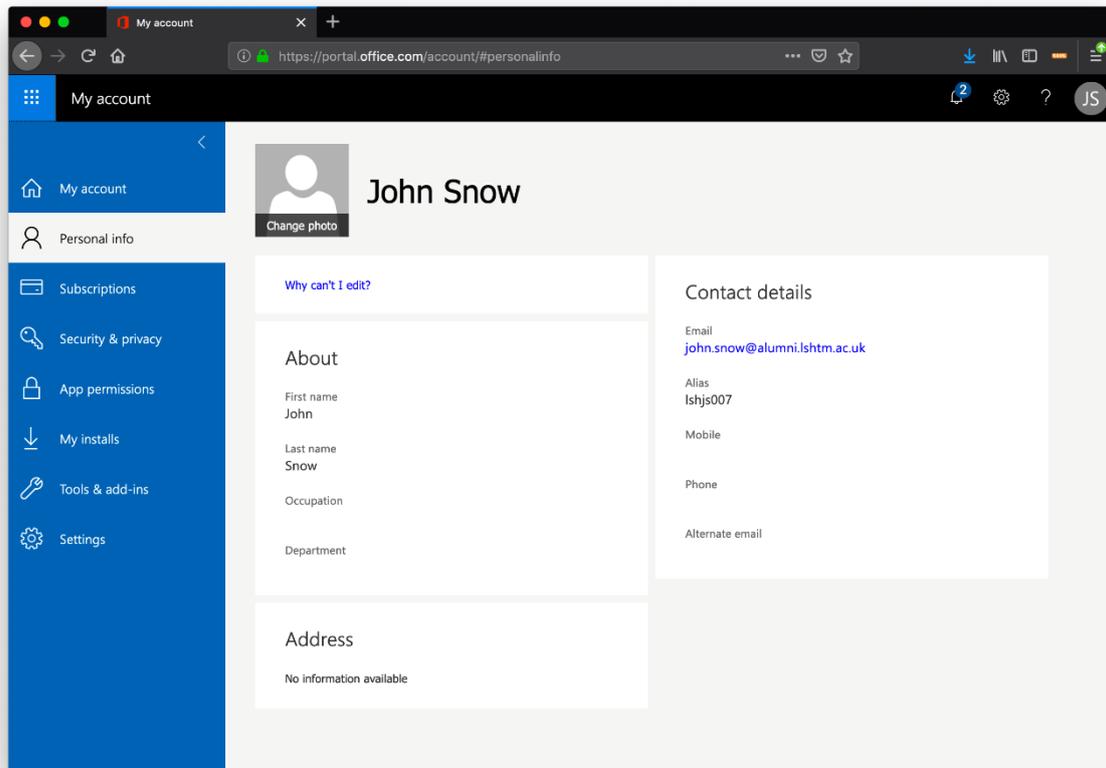
©2019 Microsoft Legal | Privacy Your session will expire in 14:56



You will then see confirmation that your chosen authentication method has been set up:

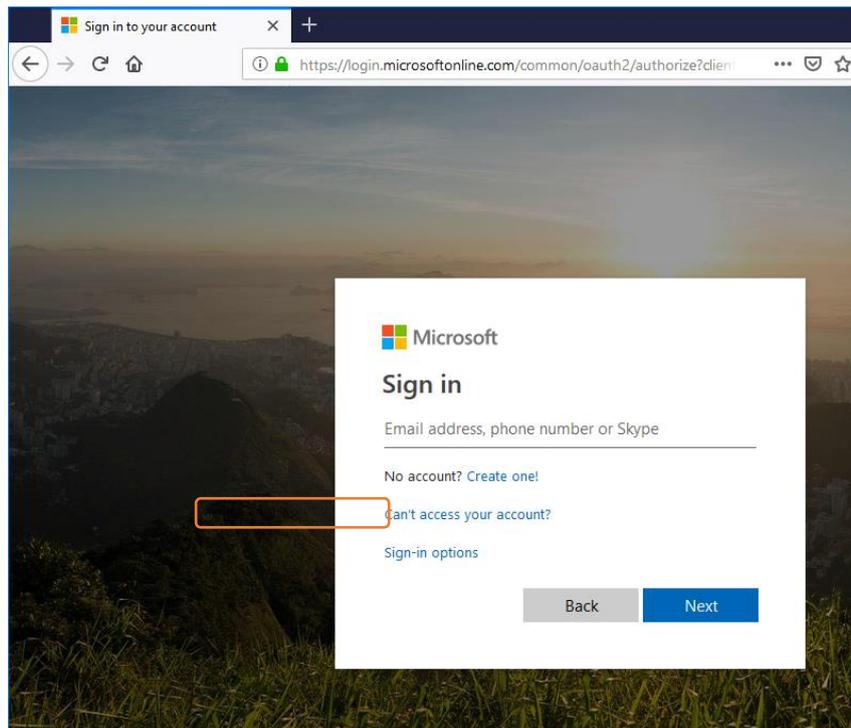


You will then be logged into your alumni email account:

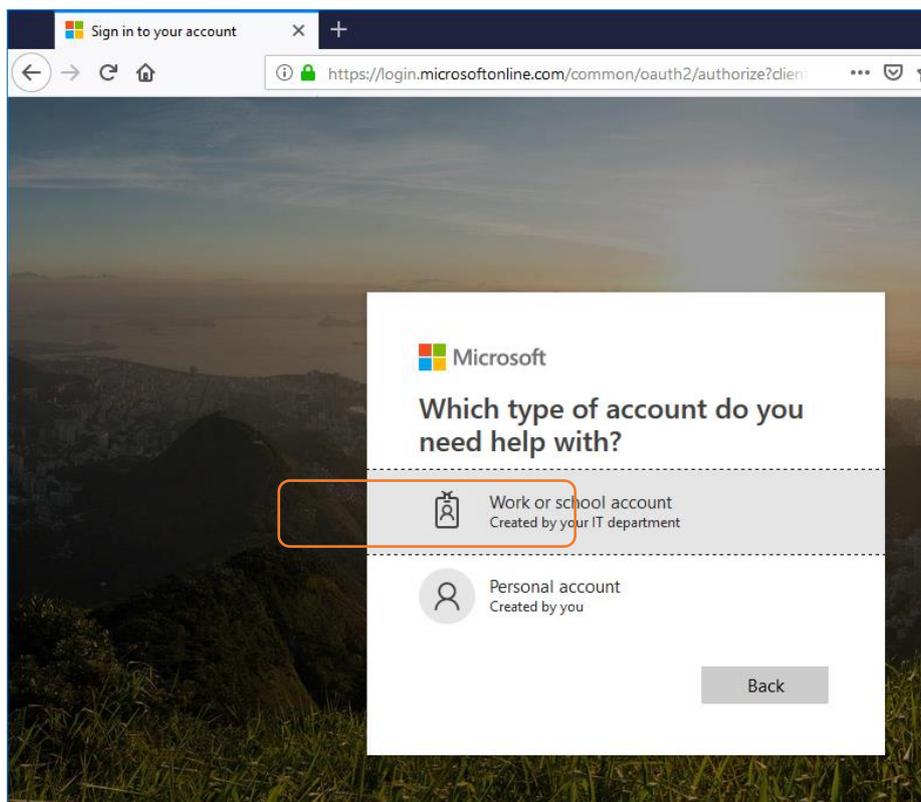


If you do not add the recovery options to your account before the  
15 July

You will need to choose 'Can't access account'



Choose 'Work or school account':



Specify your username and answer the question:

Microsoft

## 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



PRQdSP

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

[Next](#) [Cancel](#)

There are a few further steps which you are guided through.