Date: 05/06/2020

e-Learning Committee
Troubleshooting KU eMail for Staff

Part-1: Checking the status of the KU email

Do you know the password for your KU portal?

A. Yes:
  i. Do you know your KU email address? It is in the format:
     @ku.edu.kw (for all) or
     @hsc**M**.ku.edu.kw (for **M**edicine) or
     @hsc**D**.ku.edu.kw (for **D**entistry) or
     @hsc**P**.ku.edu.kw (for **P**harmacy)

     1. Yes:
        a. Can you log in to KU Office 365? (*see Part-2*)
           i. Yes:
              1. You are ready and no further actions to take.
           ii. No:
              1. Do you know your alternative email listed in the KU portal?
                 a. Yes:
                    i. Reset your password (*see Part-3*)
                    ii. Reapeat Part-1
                 b. No:
                    i. Find your alternative personal email (*see Part-4*)
                    ii. Reset your password (*see Part-3*)
                    iii. Reapeat Part-1
     2. No:
        a. Find your KU email address (*see Part-4*)
        b. Reapeat Part-1

    B. No

        i. Do you know your alternative email listed in the KU portal?

           1. Yes:

               a. Reset your password (*see Part-3*)

               b. Repeat Part-1

           2. No:

               a. Reset the password (*see Part-3*)

               b. Repeat Part-1

Part-2: Log in to KU Office 365

1. Go to http://kuweb.ku.edu.kw/ku/index.htm
2. Click on log in to KU Office 365

Electronic Services

- Login to KU email
- KU Office 365 ←
- Student Registration System
- KU HRMS (Self Service)
- KU Blackboard System

3. Click on Login KU Office 365

4. *The password for the KU email is the same as the password for the portal.*

Part-3: Reset your password

1. Go to the reset page https://mspwdreset.ku.edu.kw/default.aspx
2. Follow the steps below
    1. Enter your KU ID
    2. Enter your personal email (e.g., username@hotmail.com).

        • This email should match one of the alternative emails listed in your KU portal.
        • If you do not know the listed alternative emails,
            o If you know your password for the portal do the steps in Part 4.
            o If you do not know your password for the portal, try reset the password and each time use one of the active emails that you are using now until one is accepted. If this cannot take you to the next step contact the IT department (see Part-6).
        • If you enter the alternative email address correctly and the system still gives you an error message like the answers don't match, try to use another alternative email listed in the portal. If there are no other alternative emails, add another one (See Part 5). The system may not accept some of the emails (e.g., @outlook.com).
        • If this step fails, contact the IT support (see Part 6).

    3. An email will be sent to your alternative personal email with a verification code. Copy the code to verification box.
    4. Enter your new password applying the following rules:
        i. Must be 8 characters or more
        ii. At least on capital letter
        iii. At least on small letter
        iv. At least one digit
        v. Must not include any of your names
        vi. Must not include your university ID

خطوات تفعيل الحساب الإلكتروني للطالب المستجد

1

KUWAIT UNIVERSITY

Login Assistant

Please enter Kuwait University ID

Examples:
214xxxxxx
19813851

Next

قم بزيارة الرابط https://mspwdreset.ku.edu.kw
و ادخل الرقم الجامعي

2

KUWAIT UNIVERSITY

Verify Your Identity: Submit Your Answers

You must answer 1 of the following 1 questions.

Please enter your personal email address (abc@hotmail.com)

Next   Cancel

أدخل بريدك الإلكتروني الشخصي ثم اضغط NEXT

3

KUWAIT UNIVERSITY

Verify Your Identity: Email Verification

Enter your security code below. A security code was sent to your personal email address.

Security Code:

Next   Cancel

سيقوم النظام بإرسال رسالة إلكترونية إلى بريدك الشخصي يحتوي على رمز آمان بالارقام ادخله في الخانة ثم اضغط next

4

KUWAIT UNIVERSITY

Password Reset: Choose Your New Password

(Resetting password for testos@ku.edu.kw)

Enter a new password:

Re-enter the password:

Next   Cancel

أدخل كلمة السر تتكون من 8 رموز على الأقل، وبها حرف كبير و صغير ورقم

الخطوات بالتفصيل على الرابط التالي:
http://ku.edu.kw/how2activate

⚠️ ستستخدم كلمة السر لجميع الأنظمة والخدمات الإلكترونية التي تقدمها جامعة الكويت

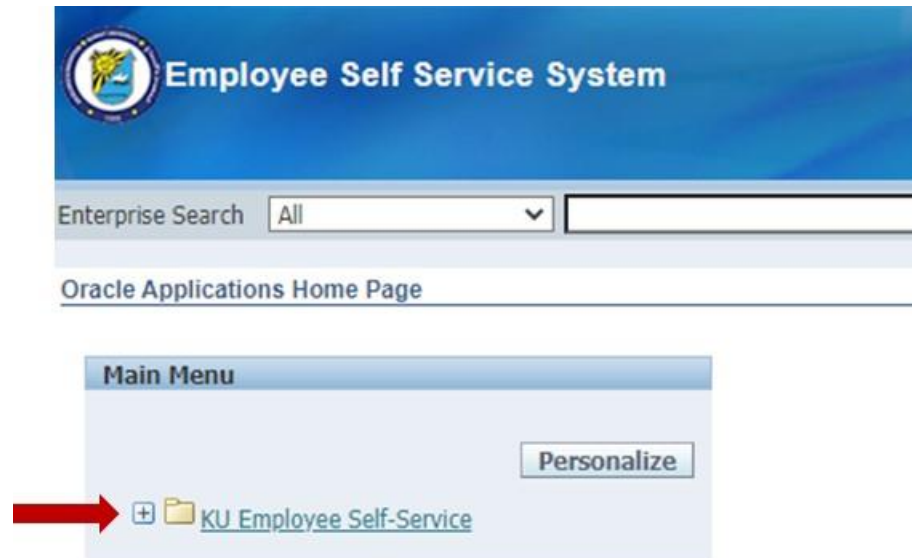## Part-4: Find your KU email and alternative personal email addresses

1. Go to KU web page http://kuweb.ku. edu.kw/ku/index.htm
2. Click on Self Sevice
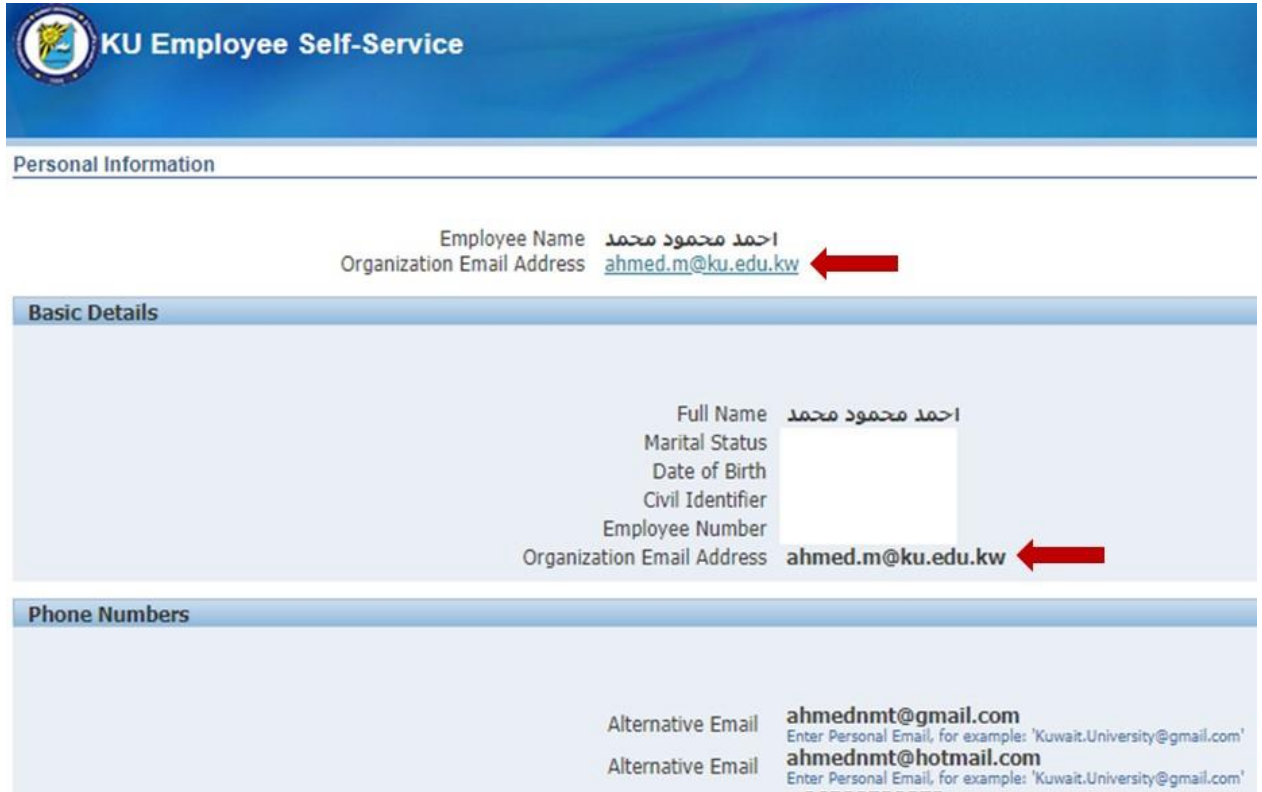

3. Enter your ID and Password

4. Expand the functions list if collapsed

5. Click on Personal Information

6. Find your KU email address listed at the top and in the Basic Details section, and the alternative personal email addresses listed in Phone Numbers section.

Part-5: Add alternative personal email to the Portal

1. Do the steps in Part-4.
2. Click on update

3. Edit an existing email address or add another row, then click on next.

Part-6: Contact IT department

For inquiries, call Help Desk 84444