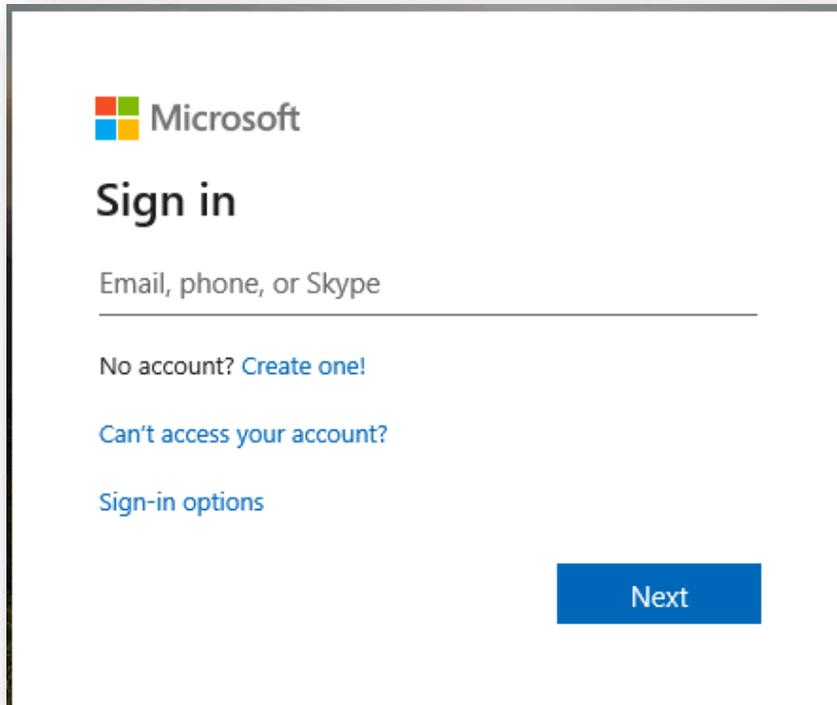


كيفية إعادة تعيين كلمة المرور باستخدام معلومات الأمان

1. يمكنك إعادة تعيين كلمة مرور حساب البريد الإلكتروني الخاص بك باتباع هذه الخطوات.

1. قم بتسجيل الدخول إلى حساب [Office 365](#) الخاص بك باستخدام عنوان بريدك الإلكتروني PSA. ثم انقر فوق التالي.



The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it is the text "Sign in". Underneath is a text input field labeled "Email, phone, or Skype". Below the input field are three links: "No account? [Create one!](#)", "[Can't access your account?](#)", and "[Sign-in options](#)". At the bottom right is a blue button labeled "Next".

2. في شاشة إدخال كلمة المرور، حدد نسييت كلمة المرور الخاصة بي.



← pssrst@psa.gov.qa

Enter password

Your account or password is incorrect. If you don't remember your password, [reset it now](#).

Password

[Forgot my password](#)

Sign in

3. في شاشة العودة إلى حسابك " **Get back into your account** "، اكتب عنوان بريدك الإلكتروني، وأثبت أنك لست روبوتًا عن طريق إدخال الأحرف التي تراها على الشاشة، ثم حدد التالي.

جهاز التخطيط والإحصاء
Planning and Statistics Authority

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

WHXP

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

Next Cancel

4. اختر إحدى الطرق التالية للتحقق من هويتك وتغيير كلمة المرور الخاصة بك.



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****82) below. You will then receive a text message with a verification code which can be used to reset your password.

Cancel

5. أدخل الرمز الذي استلمته وحدد تحقق.



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone

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

[Try again](#)[Contact your administrator](#)

Cancel

6. في صفحة تغيير كلمة المرور الخاصة بك، قم بإضافة كلمة المرور الجديدة. عند الانتهاء من ذلك، حدد **حفظ**.

2. إذا لم تكن لديك معلومات الأمان الضرورية ولم تتمكن من تلقي رمز التحقق، فقد تحتاج إلى استخدام خيار تحقق مختلف، راجع [استرداد حساب Microsoft](#).

شكراً،
أدارة نظم المعلومات

تم إرسال هذه الرسالة من عنوان بريد إلكتروني غير مراقب.
الرجاء عدم الرد على هذه الرسالة. إذا كنت بحاجة إلى مساعدة تقنية معلومات فورية،
يرجى الاتصال على 800 أو البريد الإلكتروني it_support@psa.gov.qa

Reset your password using security info

1. You can reset your email account password by following these steps.

1. Sign in to your [Office 365 account](#), using your PSA email address. Then click **Next**.



Sign in

Email, phone, or Skype

No account? [Create one!](#)

[Can't access your account?](#)

[Sign-in options](#)

Next

2. In the **Enter password** screen, select **Forgot my password**.



← pssrst@psa.gov.qa

Enter password

Your account or password is incorrect. If you don't remember your password, [reset it now](#).

Password

[Forgot my password](#)

Sign in

3. In the **Get back into your account** screen, type your work or school **User ID** (for example, your email address), prove you aren't a robot by entering the characters you see on the screen, and then select **Next**.



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



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

Next

Cancel

4. Choose one of the following methods to verify your identity and change your password.

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Planning and Statistics Authority

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****82) 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

5. Enter the code you received and select Verify.

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Planning and Statistics Authority

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****82) 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

6. On the Change Your Password page, add the new password. When you're done, select Save.

2. If you do not have the necessary security information and cannot receive a verification code, you may need to use a different verification option, see [Microsoft account recovery](#).

Thank you,
Department of Information Systems

This message was sent from an unmonitored email address.
Please do not reply to this message. If you need immediate IT help,
please call 800 or email it_support@psa.gov.qa