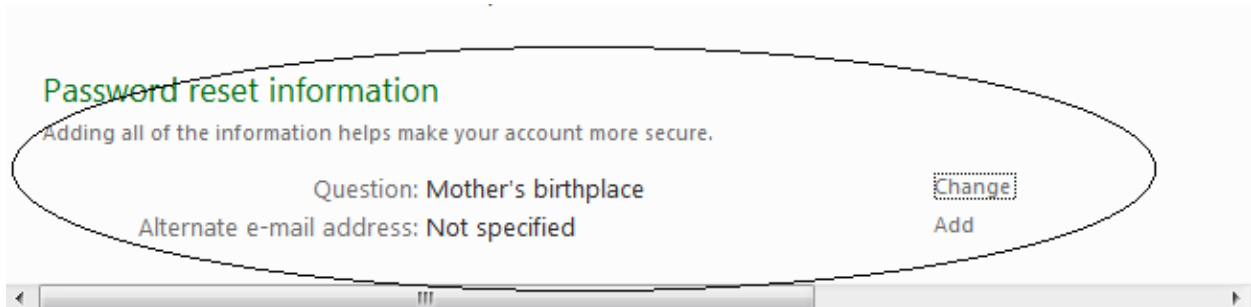


## How can I set a Secret Question and/or Alternate Email address to reset my own password?

Sign into the Live@edu account service site at <http://account.live.com>. You should see a screen similar to the one below.

You will see a section titled "Password reset information"



Establish a secret question. Click on Add or Change next to "Question"

- Verify your password
- Select and answer your secret question
- Complete regional information
- Click Save (this will take you back to the Account page)

### Change your question and secret answer

Account ► Question and secret answer

If you forget your password, we'll ask for your secret answer and your location information to verify your identity.

#### Verify your current password

Password:

[Forgot your password?](#)

#### Your question and secret answer

Question:

Secret answer:

Five-character minimum; not case sensitive

#### Your information

Country/region:

State:

ZIP code:

Add an alternate email address.

- Verify your password
- Type your alternate email address
- Verify your alternate email address
- Click Save. (this will take you back to the Account Page)

### Add or change your alternate e-mail address

Account ► Alternate e-mail address

You can use an existing e-mail address as your alternate e-mail address; if you for we'll send reset instructions to your alternate e-mail address.

Password:

[Forgot your password?](#)

Type alternate e-mail address:

Retype alternate e-mail address: