PASSWORD RESET PORTAL GUIDE

Step 1

Click the "Can’t access your account?" link from myMapúa portal or go to https://resetportal.mapua.edu.ph

Sign in with your Mapúa or mymail accounts

someone@mymail.mapua.edu.ph

Password

Sign In

Can’t access your account?
Step 2

Enter your username ("@mymail.mapua.edu.ph" email address) and click the "Next" button to proceed.

Note: If you don't have password registration (answers for resetting password) yet, [click here](#) to register your answers first before resetting your password.
Step 3

Answer the three (3) challenge questions click "Next" button to proceed.

Note: If one of your answers does not match to your registered answers during password registration, your account will be locked. Visit DO-IT Helpdesk for assistance.
Answers Don’t Match

One or more answers that you provided do not match the answers which you provided during Password Registration. In order to reset your password, the answers that you provide now must match the answers that you provided when you registered. You can start again from the home page, or contact your help desk or system administrator. (Error 3005)

Go to Mapúa Password Reset Portal home page

Server time: 3:57:01 PM
Step 4

Enter the desired password and confirm by re-entering on the second box. Minimum password length is 8 characters, 16 maximum. Click "Next" button to proceed.
Step 5

A "Success: Your password has been reset" message will appear to confirm the completion. Click "Finish" button to sign in to your Office 365 account.