• How can I protect myself?

If you have used your KTU account password in other personal accounts, you must change it immediately!

The password for your KTU IT user account cannot be used for other accounts. All passwords for different accounts must be different.

If you notice an unusual attempt (by SMS or email) to obtain your e-account details or confirmation of logins to systems, please evaluate the request and the links in the request carefully - you may be dealing with data extortion.

If your computer does not allow you to log in with your password, try disconnecting it from the network. If computer does not turn on, or if you notice strange files that you did not have, please immediately email your name, email address and phone number to bendruomene@ktu.lt.

• How will KTU systems work?

Currently, you can recover your email, using two-step authorization OneDrive, MicrosoftTeams, O365 files can be accessed.

Computer classes are being restored, minimal access to KTU AIS, eLABa is also possible. Edina system will be tested on Monday. From Monday (12.11) full or partial restoration of KTU WiFi is planned, connection will be possible only through KTU and KTU guest networks.

• How do I recover my email?

Sign in to Microsoft 365 KTU IT user accounts
(email, OneDrive, Teams, etc.)

1. To reset your Microsoft 365 account password, visit https://office.com
   • Click Sign In

2. Enter your KTU IT username with @ktu.lt
   (namsur@ktu.lt)

3. Click Forgot my password

4. Enter the symbols shown in the image
5. Select where the confirmation code will be sent:
   • You can choose to have the code sent to your external (non-KTU) email address
   • If you have previously provided your phone number, you can choose to have the code sent to your mobile phone

6. Enter the code you received in the email or SMS

7. Enter a new password of at least 10 characters, using upper and lower case letters, numbers and special characters.

8. Once the password has been successfully reset, you will be able to log in to your Microsoft 365 account https://office.com

IMPORTANT!
If you are using Outlook via computer, you will also need to authenticate your login with your mobile phone. It is important to make the selections as marked in the image below to continue with the configuration:

• Uncheck Allow my organization to manage my device
• Click No, sign in to this app only
Stay signed in to all your apps

Windows will remember your account and automatically sign you into your apps and websites on this device. This will reduce the number of times you are asked to login.

1. Allow my organization to manage my device
   - Selecting this option means your administrator can install apps, control settings, and reset your device remotely. Your organization may require you to enable this option to access data and apps on this device.

2. No, sign in to this app only

OK