

## FAQ.

### **How can I change my corporate email password myself ?**

1. Open your Google Account. You might need to sign in.
2. Under "Security," select Signing in to Google.
3. Choose **Password**. You might need to sign in again.
4. Enter your new **password**, then select **Change Password**.

### **How to recover your corporate email password if you forgot it ?**

To reset the password from NU email you need to raise a request on the IT Helpdesk Portal and choose the required service: [Password Reset](#) (Home >Request New Service>NU E-mail>Password Reset).

### **Which account should I use to log into corporate PCs or information systems ?**

In the format yourname.yourlastname.

### **How to change the password of information systems, if you are already authorized on the corporate PC ?**

Change password via Windows operating system:

1. Press Ctrl+Alt+Delete, and then select **Change a password**.
2. Type your old **password** followed by a new **password** as indicated, and then type the new **password** again to confirm it.
3. Press Enter

### **How to recover the password for information systems and corporate PCs if you have forgotten it ?**

You can recover password using the Password Recovery Service at <https://prs.nu.edu.kz>.

You must have valid access to corporate mail.

### **How to log into the Moodle ?**

Open in the browser the address <https://moodle.nu.edu.kz>

Enter your username in the format yourname.yourlastname

Enter a temporary password, if the password has not been changed, or the password set through the Password Recovery Service.

### **How to log into the Registrar system ?**

Open in the browser the address <https://registrar.nu.edu.kz>

Enter your username in the format yourname.yourlastname

Enter a temporary password, if the password has not been changed, or the password set through the Password Recovery Service.

### **How to log into the Library System of the University ?**

Open in the browser the address <https://library.nu.edu.kz>

Enter your username in the format yourname.yourlastname

Enter a temporary password, if the password has not been changed, or the password set through the Password Recovery Service.

### **How to log into the Student portal of the University ?**

Open in the browser the address <https://my.nu.edu.kz>

Enter your username in the format yourname.yourlastname

Enter a temporary password, if the password has not been changed, or the password set through the Password Recovery Service.

**Where do I contact if I have any questions about IT ?**

For all IT-related queries, please refer to the [Knowledge Base](#), initiate a request through the [Helpdesk portal](#) or call us at + 7 (7172) 70 62 00.