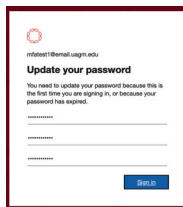


Step 11 After pressing the **"Done"** button, you will be prompted to change the temporary password to a new personal one.

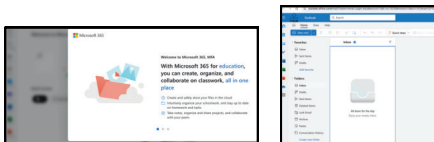


- Important** The password must be:
- ✓ At least 10 or more characters long.
 - ✓ It must not be similar to your username, first name, or last name.
 - ✓ It must contain at least three (3) of the following options:
 - » One or more uppercase characters
 - » One or more lowercase characters
 - » Special characters (symbols)
 - » Alphanumeric characters (numbers)



Email Access

Step 12 Once you have changed to a new password, you will be able to access your institutional email with your credentials (email account and password).

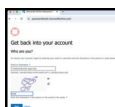


Steps to Change Password

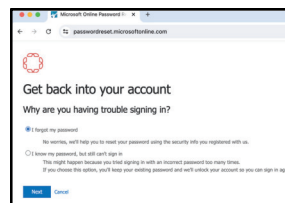
Step 1 To change your password or unlock your account at any time, you can do so through the self-service page:
<https://passwordreset.uagm.edu/>

Step 2 There, you will need to enter your institutional email or username and enter the characters displayed on the screen.

Step 3 Then press the **"Next"** button.

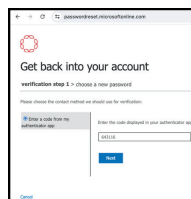


Step 4 Then select the option **"I forgot my Password"** to change your password or **"I know my password, but still can't sign in"** to unlock your account.



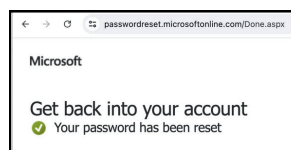
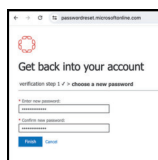
Step 5 Then, it will ask you to validate your identity through the authentication method you have registered (Microsoft Authenticator, Phone, etc.).

Step 6 Then press the **"Next"** button.



Step 7 Then it will show you a screen where you can change to a new password. Take into consideration all the aforementioned characteristics for the password change; otherwise, it will not accept any changes if the requirements are not met.

Step 8 Finally, press the **"Next"** button, and it will show you a confirmation message indicating that the password was successfully changed.



Technical Support

Technical Support Call Center

787-751-1374



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UNIVERSIDAD
ANA G. MÉNDEZ
UAGM

UAGM
ACCOUNT ACCESS



Microsoft 365



My University Online Access

Ana G. Méndez University provides each officially enrolled student with an Office 365 account, which includes a set of communication and academic work tools.

As part of the admission process, our automated system sent a message to your personal email account with your credentials (username, email address, and provisional password).



You must use your account to access all the university's electronic platforms. This email is assigned exclusively for academic purposes.

If you have not received your account information, you can obtain it by visiting the Access Account Information Request page at the following address:



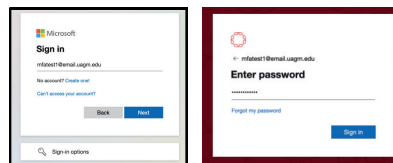
<https://ociteapps.uagm.edu/sica/>

Steps to Access for the First Time

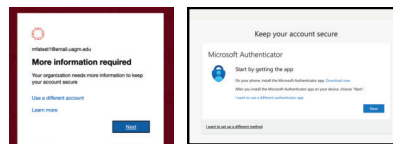
Step 1 Type the Web Address **<https://outlook.office.com>** in your internet browser

Step 2 Enter your UAGM email (e.g., student@email.uagm.edu) and the provisional password.

Step 3 Then press the **"Next"** button.



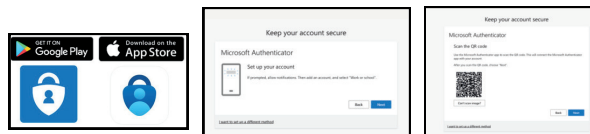
Step 4 Then you will be asked to register a two-step authentication method (MS Authenticator App or Phone). Press **"Next"** to continue with the application setup.



Step 5 When you press **"Next,"** you will be prompted to download the Microsoft Authenticator app on your mobile device.

Step 6 To add your Office 365 account in the app, select the **"Work or school"** option and then choose **"Scan a QR Code."**

Step 7 Then, scan the **QR Code** that appears in your browser. After that, press the **"Next"** button to validate the process.



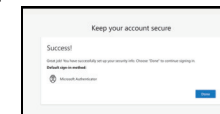
Paso 8 Immediately on the browser screen, it will show a two-digit number that you must enter in the Microsoft Authenticator app on your mobile device to approve access and validate your identity.

Paso 9 Then press the **"Next"** button.

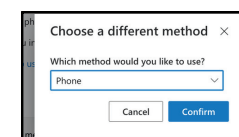


You will have correctly configured the MS Authenticator app if the browser screen shows a **"Success!"** message..

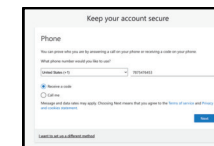
Step 10 Then press the **"Next"** button.



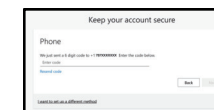
If instead of installing the Microsoft Authenticator app you want to set up your phone number, select the option **"I want to set up a different method,"** choose the **"Phone"** alternative, and press the **"Confirm"** button.



Verify that **United States (+1)** is selected. Then enter your phone number with the area code (e.g., 787XXXXXX or 939XXXXXX), select **"Receive a code"** and press **"Next"**.



You will receive a 6-digit code sent via SMS to your mobile device and you will need to enter it in your web browser in the **"Enter code"** field. Then press **"Next"**.



You will have successfully set up your phone if the browser screen shows a **"Success!"** message. Then press the **"Done"** button.

