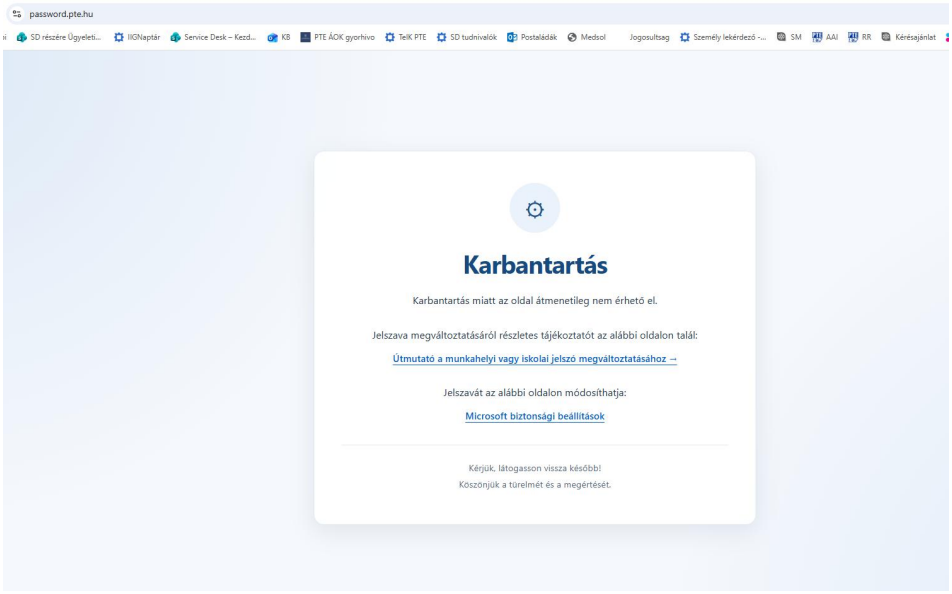
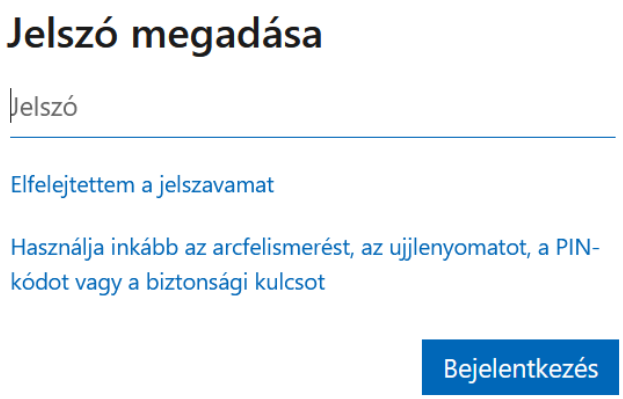
Account Unlocking

1. Open the Microsoft security settings

Go to password.pte.hu and open the link under Microsoft security settings. You can also open the security information page directly: mysignins.microsoft.com/security-info.



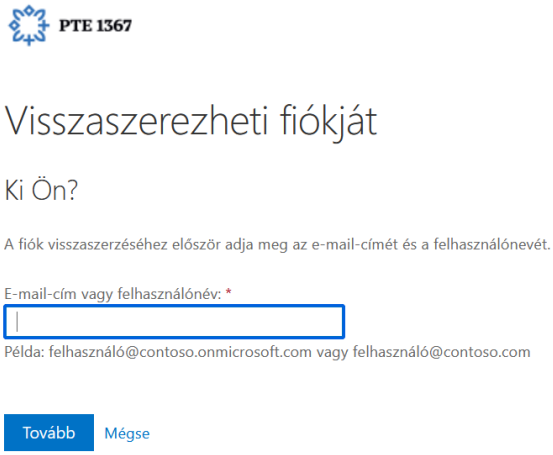
On the sign-in page, select Forgot my password.



Enter your identifier in the @tr.pte.hu format, for example ehakod@tr.pte.hu or neptunkod@tr.pte.hu.

2. Identify your account

Enter your email address or username, then select Next.



3. Select the sign-in problem

Choose I know my password, but still cannot sign in, then select Next.



The wording shown on screen may vary slightly depending on the language selected for your Microsoft account.

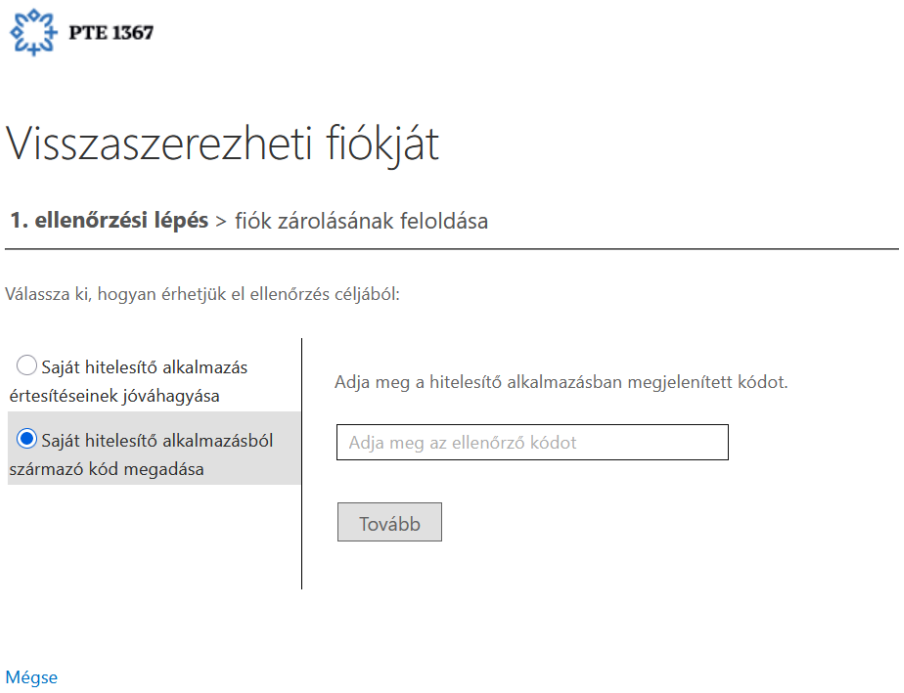
4. Verify your identity with MFA

Verify your identity using multi-factor authentication (MFA). If a phone number is registered for the account, you may also be able to request verification by SMS.

You can verify yourself with the Microsoft Authenticator app in either of the following ways:

Enter a code from my authenticator app: Open Microsoft Authenticator on your phone, select your account ending in @tr.pte.hu, and enter the displayed 6-digit code. If the countdown expires, the app generates a new code.

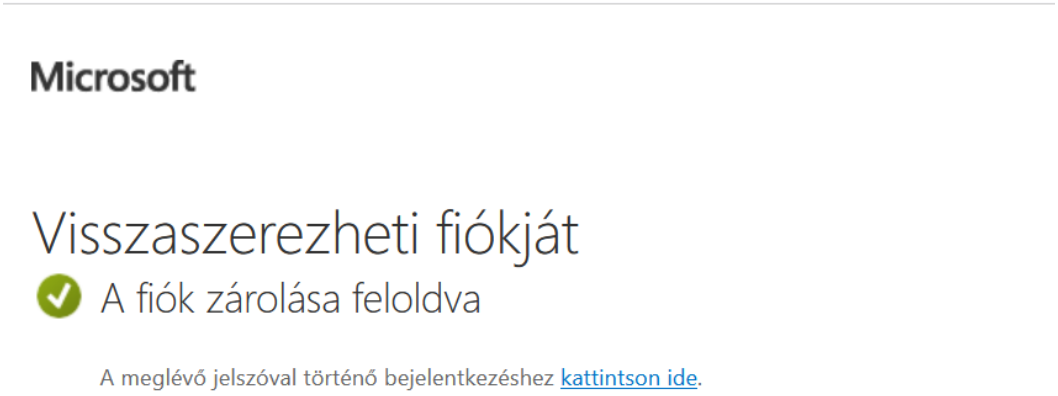
Approve a notification on my authenticator app: Select this option and enter the 2-digit number shown by the system in the notification displayed by the app.



Never approve an authentication request that you did not initiate yourself.

5. Account unlocked

If all steps were completed successfully, the system unlocks your account. You can then sign in using your existing password.



Note: The screenshots are retained from the original Hungarian guide. The explanatory instructions in this document have been translated into English.