



FREQUENTLY ASKED QUESTIONS

How To Change My Password

Please refer [here](#) for guidance

What if I Forgot My Password?

Email our helpdesk at helpdesk@egc.gov.bn or call our hotline **2424959** to get a new temporary password. You will be prompted to change password again upon logging in

I Have Trouble Changing to a New Password After Resetting/First Login

Make sure to follow the given requirements. If problem still persists, contact helpdesk hotline at **2424959**

The image shows a screenshot of the Outlook Web App 'change password' page. The page title is 'Outlook Web App' and the subtitle is 'change password'. Below the title, it says 'Your password has expired and you need to change it before you sign in to Outlook Web App.' There are four input fields: 'User name' (containing 'EGC\jeyob'), 'Current password' (masked with dots), 'New password', and 'Confirm new password'. A 'submit' button is at the bottom left. To the right of the form is a list of password requirements with red arrows pointing to the 'User name', 'Current password', and 'New password' fields.

- Domain/username.
- Password that are currently used AND/OR was given by EGNC.
- New password should contain:
 - At least 10 characters
 - Upper case
 - Lower case
 - Special character
 - Number
- Password cannot contain the user's account name or parts of the user's full name that exceed two consecutive characters.
- The new password cannot be any of the previous seven (7) passwords.
- **3 letters** used subsequently in password cannot be reused until the password is changed **7 times**
- Password can only be changed **one time for every 24 hours**.
- User will be required to change their password every **six (6) months**.

I Cannot Log In

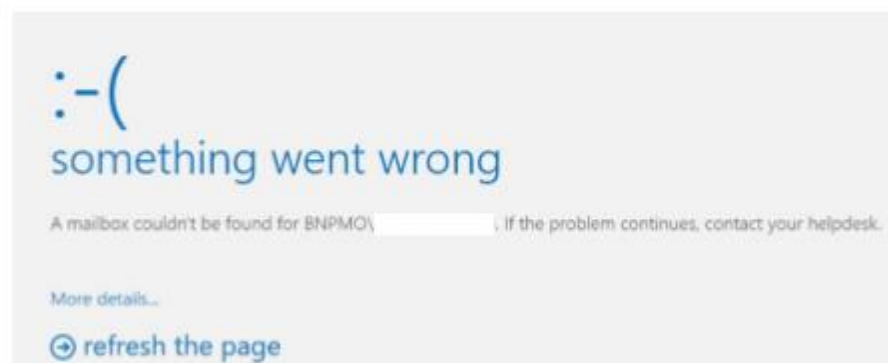
Try each of these methods and see which one works:

- Make sure your **user_name** is correct, do not use your email address when logging in
- Try logging in using another browser
- Try adding your domain before your username

MINISTRY	DOMAIN
PMO and its departments	BNPMO \user_name
MOFE and its departments	BNMOF \user_name
MOHA and its departments	BNMOHA \user_name
MPRT and its departments	BNMIPR \user_name
MOD and its departments	BNMOD \user_name
MCYS and its departments	BNMCYS \user_name
MORA and its departments	BNMORA \user_name
MTIC and its departments	BNMOC \user_name
MOE, UNISSA	BNMOE \user_name
MOH	BNMOH \user_name
UTB	BNUTB \user_name
EGNC, BruneiHalal, Yayasan	EGC \user_name

If problem still persists, contact helpdesk hotline at **2424959**

When I logged In, I Get a Screen Saying “Mailbox can’t be found error”

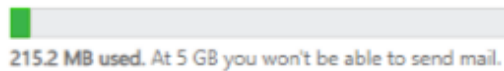


Please call our hotline **2424959** for further assistance

My Mailbox is Almost Full

If you would like to request for increasing mailbox storage, check first how much data you've used. Log in to your email and click the **gear** button on the top right corner and click **options**. You can check your data usage at the account tab. If your data is almost fully utilized, you can start by **archiving** your emails first. If problem still persists, please email our helpdesk at helpdesk@egc.gov.bn or call our hotline **2424959** for further assistance.

Mailbox Usage



How To Archive My Emails

Please visit [here](#) for step by step guidance

How To Set Up Outlook on My PC/Phone?

On PC click [here](#)

On IOS click [here](#)

On Android click [here](#)