



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 password change interface. The page title is "Outlook Web App" and the sub-header is "change password". Below the header, there is a message: "Your password has expired and you need to change it before you sign in to Outlook Web App." The form contains four input fields: "User name:" with the value "EGC\helpdesk", "Current password:" with masked characters, "New password:", and "Confirm new password:". A "submit" button is at the bottom left. To the right of the form is a list of requirements for the new password, with red arrows pointing from the list to the corresponding input fields.

- Domain\username.
- Password that are currently used AND/OR was given by EGNC.
- New password should contain:
 - a) At least 10 characters
 - b) Upper case
 - c) Lower case
 - d) Special character
 - e) 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:

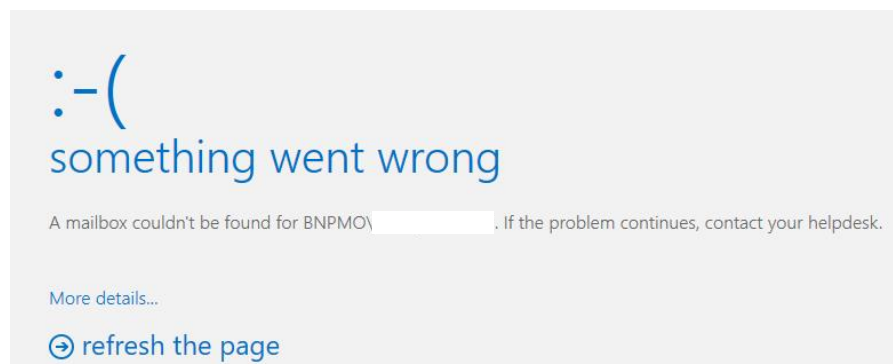
- Make sure your **user_name** is correct, do not use your email address when logging in
- Try logging in using another browser
- Try adding your domain before your username

i) Username – e.g. **DOMAIN**\username

Ministry	Domain
PMO and its departments	BNPMO \username
MOF and its departments	BNMOF \username
MOHA and its departments	BNMOHA \username
MIPR and its departments	BNMIPR \username
MOD and its departments	BNMOD \username
MCYS and its departments	BNMCYS \username
MOH	BNMOH \username
MORA and its departments	BNMORA \username
MOC and its departments	BNMOC \username
MOE, UNISSA	BNMOE \username
UTB	BNUTB \username
EGNC, BruneiHalal, Yayasan	EGC \username

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

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

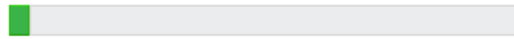


Please call our hotline **2424959** for further assistance

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



215.2 MB used. At 5 GB you won't be able to send mail.

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](#)