

## **Troubleshooting**

### **Q 1. Waiting in the Lobby – What to Do?**

A. Why Are You Seeing This? - If you're stuck in the "Waiting in the lobby" screen while trying to join a live class on Teams, it usually means:

You are NOT logged in with your UPES Outlook ID and Password.

Solution: Login Correctly into Teams

1. Download Teams (if not done yet): Download Microsoft Teams
2. Or use the Teams Mobile App from Play Store or App Store.
3. Open Teams → Click "Sign In".
4. Enter your UPES Outlook ID (example: abc.123@stu.upes.ac.in)
5. Enter the correct password (as shared on your registered Gmail or as reset).
6. Now join the class again – you should be admitted directly without waiting in the lobby. Always make sure you're signed in with your official UPES credentials before joining any class.

### **Q 2. I Forgot My LMS Password – What Should I Do?**

A. Step-by-Step Instructions:

1. Click on the LMS link: <https://myupes-beta.upes.ac.in>
2. Click on "Forget Password" on the login page.
3. Enter your Username: [abc.123@stu.upes.ac.in](mailto:abc.123@stu.upes.ac.in) (Your UPES Outlook ID)

4. Now check your Outlook inbox – you will receive an OTP email.
5. Enter the OTP and create a new password for yourself.
6. Go back again to the login page: <https://myupes-beta.upes.ac.in>
7. Enter your Outlook ID and your new password to login successfully.

### **Q 3. I Forgot My Outlook Password – What Should I Do?**

#### **A. Step-by-Step Instructions:**

##### **Option 1: Check Your Gmail Inbox (Used During Registration)**

1. Look for the initial email from UPES with your login credentials.
2. Your Outlook ID and Password were shared there.
3. If found, use those credentials to log in to: <https://outlook.office.com/mail>

##### **Option 2: Raise a Service Request via LMS (If You Changed or Lost the Password)**

1. Login to your LMS: <https://myupes-beta.upes.ac.in>
2. Click on "Service Request" from the left-hand menu.
3. Click on "Create Request".
4. Fill the form as follows:
  - Department: Information Technology
  - Category: Support Services
  - Sub-category: Password Reset
  - Campus: Kandoli

5. Write a brief note in both sections:

- Short Description: "Outlook password reset required"
- Detailed Description: Mention your student ID and request a reset for your Outlook email password.

6. Submit the request.

7. Wait for 3–5 working days for the issue to be resolved.

8. After that, go back to Service Request, and:

- Check the status.
- If resolved, click the "i" icon ( ) in the last column.
- You'll see your new Outlook password there.

#### **Q 4. I Forgot Both LMS & Outlook Passwords – What Should I Do?**

A. Option 1:

1. Check Your Gmail Inbox (Used During Registration)
2. Open the Gmail account you used during registration.
3. Look for the initial "Congratulations" email from UPES.
4. Your Outlook ID and Password were shared in that email.
5. Try logging in to:

o Outlook: <https://outlook.office.com/mail>

o LMS: <https://myupes-beta.upes.ac.in>

Still Can't Find the Credentials?

Send an Email Request to UPES Support:

To: upesonline.helpdesk@ddn.upes.ac.in

Subject: Request to Reset Outlook Passwords

Body:

Dear Sir/Ma'am,

I am a student of UPES Online. I have forgotten both my LMS and Outlook passwords and am

unable to access my accounts.

Kindly help me reset the credentials.

- Name: [Your Full Name]
- Program Name
- Course Name
- Student ID: [Your Student ID]
- UPES mail ID: [abc.123@stu.upes.ac.in]
- Enrollment month with year.

Thank you,

[Your Name]

Please allow 3–5 working days for a response. You will receive new login credentials on your registered Gmail.