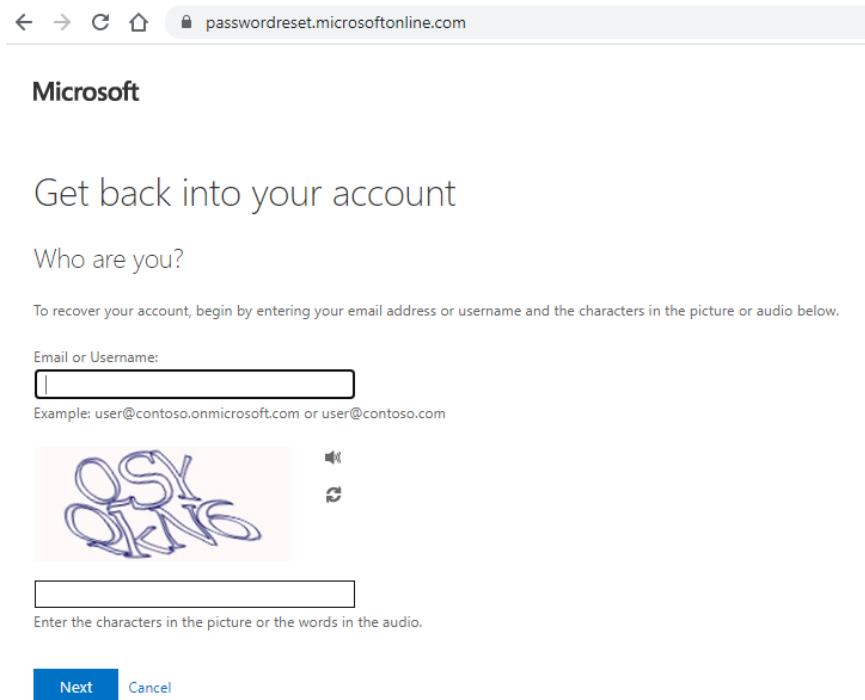


HOW TO CHANGE YOUR PASSWORD

- 1) Go to: <https://passwordreset.microsoftonline.com>.
- 2) You will see this page:



The screenshot shows the Microsoft password reset interface. At the top, the Microsoft logo is visible. Below it, the heading "Get back into your account" is displayed. The text "Who are you?" is followed by instructions: "To recover your account, begin by entering your email address or username and the characters in the picture or audio below." There is a text input field for "Email or Username:" with an example: "user@contoso.onmicrosoft.com or user@contoso.com". Below this is a CAPTCHA image showing the words "OSK" and "QING" in a stylized font. To the right of the image are icons for audio playback and a refresh button. Below the CAPTCHA is another text input field with the instruction: "Enter the characters in the picture or the words in the audio." At the bottom, there are two buttons: "Next" (highlighted in blue) and "Cancel".

You will need to type in your College email address for example:

stu-123456@suffolk.ac.uk

Don't use your College Google Apps account for this login.

Complete the text / audio captcha code as usual.

You will then see this page:

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Send a text to my mobile phone number

☐ Call my mobile phone number

☐ Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****85) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

[Cancel](#)

- 3) Enter your mobile phone number that you **previously registered**. If you chose to be texted enter the 6 digit code when asked.

If you downloaded the Microsoft Authenticator App, you can choose 'Enter a code from my authenticator app' – open the app and then enter the code it shows when asked.

- 4) Once you have entered the 6 digit code you can change your password.

PASSWORD MUST FOLLOW THESE RULES:

At least 10 characters long
Contain upper and lower case letters
And at least one number

Also you cannot use any of the last three passwords you might have had in the past.

The system will tell you if the password does not meet the requirements above.

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel

5) Once finished you will see this pop up and you can close the window

Get back into your account

✓ Your password has been reset