

How do I reset my password? - at home

You can reset your own password using Microsoft Authenticator App. Follow these simple steps, which show you how to do so.

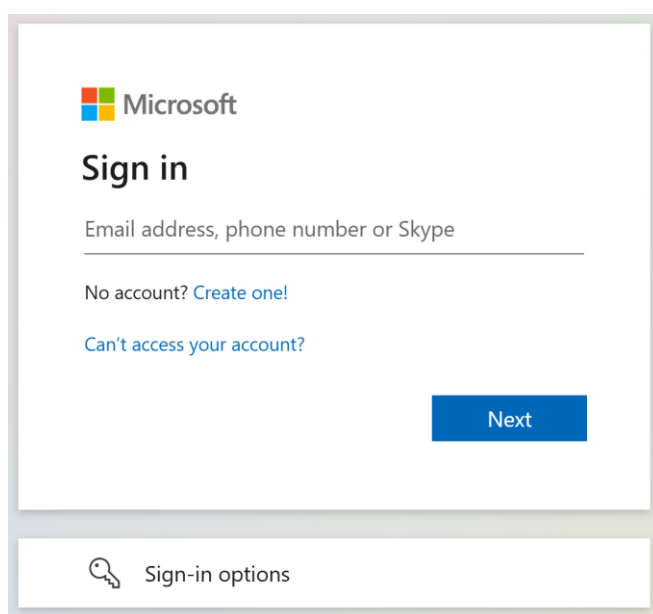
You can reset your own password at home, but you need to be registered with Microsoft Authenticator first. If you are not registered, please click here to view instructions to set this up: [Setting up multifactor authentication – the Microsoft Authenticator App.](#)

Once you have a registered authentication method, you can reset your password by:

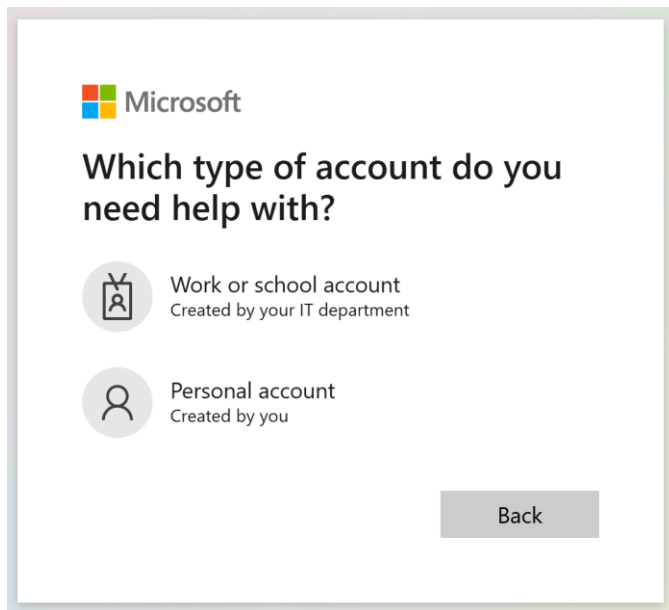
1. Browse to <https://office.com> and click **Sign in**.



2. Click **Can't access your account**.



3. Select **Work or School account**.



4. When prompted, enter your **email address** and the **CAPTCHA** code displayed in the image:

STAFF: FirstName.Surname@ncclondon.ac.uk

STUDENTS: IDNUMBER@students.ncclondon.ac.uk

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email address or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

Next

Cancel

5. Choose whether to change your password (**I forgot my password**) or unlock your account (**I know my password, but still can't sign in**) then press **Next**.

Get back into your account

Why are you having trouble signing in?

☒ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

☐ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel

6. This next screen will vary depending on which specific methods you registered. Select one and follow the on-screen instructions.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Email my alternate email

☐ Text my mobile phone

☐ Call my mobile phone

☐ Enter a code from my authenticator app

You will receive an email containing a verification code at your alternate email address (ki*****@hotmail.co.uk).

Email

Cancel

7. Finally, enter a new password and click **Finish** to set it. You will now be able to login with this password.

NB: Your new password will need to be at least 8 characters long for students & 12 characters long for staff; no other special character or complexity is required e.g. Ilovecollege

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish

Cancel

Once completed, you will receive the below email confirmation:

Password reset notification

The password on your account has recently been reset. If you performed this password reset, then this message is for your information only.

- User ID: laura.hillier@NCCLondon.ac.uk

If you are not sure you or your administrator performed this password reset, then you should contact your administrator immediately.

Remember: Make sure you update all of your devices (phones, tablets, and PCs) with your new password!

Sincerely,
New City College

This message was sent from an unmonitored email address. Please do not reply to this message.

[Privacy Statement](#) | [Privacy Contact](#)

Video guide: [KB 1079 - How Do I Reset My Password At Home.wmv](#)