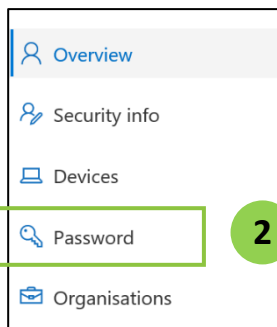


How to reset your password (for students)

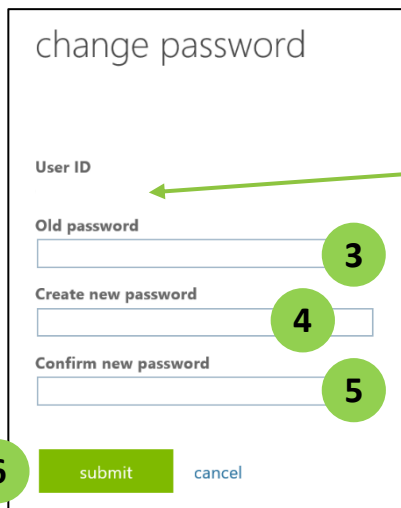
You must be registered for Multi-Factor Authentication (MFA) in order to reset your own password. For instructions on how to do this, see the guide: *How to register for Multi factor Authentication (MFA) - for students.*

1. How to change your password (if you already know it)

1. In a web browser go to: <https://myprofile.microsoft.com> and sign in with your BCU email address.



2. Click the **Password** tab on the left-hand side of the screen



Your BCU email address will appear here.

3. Enter your current password
4. Enter your new password
5. Confirm your new password
6. Click **submit**

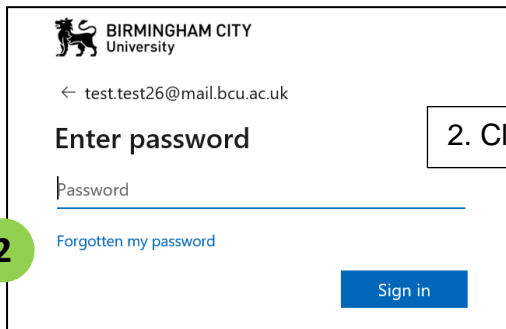
Go to the next page for instructions on how to change your password if you have forgotten it.



2. How to change your password if you have forgotten it

You must be registered for Multi-Factor Authentication (MFA) in order to reset your own password.
For instructions on how to do this, see the guide: *How to register for Multi factor Authentication (MFA) - for students*

1. Enter your BCU email address and click **Next**



BIRMINGHAM CITY University

← test.test26@mail.bcu.ac.uk

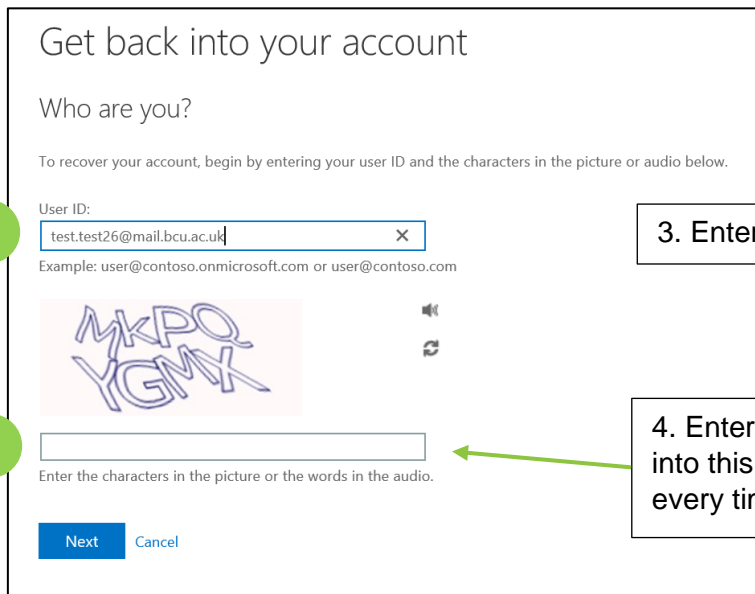
Enter password

Password

Forgotten my password

Sign in

2. Click the **Forgotten password** link



Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:
test.test26@mail.bcu.ac.uk

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

M K P Q
Y G M X

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

Next Cancel

3. Enter your email address

4. Enter the letters you see above into this field (They will be different every time you do this.)



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

In order to protect your account, we need you to enter your complete mobile phone number (*****60) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number **5**

Text

Cancel

5. Enter your mobile phone number (if you have opted for text verification), then click the **Text** button.

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

We've sent a text message to your phone number containing a verification code.

Enter your verification code **6**

Next Try again Contact your administrator

Cancel

6. Enter the verification code you receive by text. Then click **Next**.

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

7

* Confirm new password:

Finish Cancel **8**

7. Enter and confirm your new password.
8. Click the **Finish** button.
Your password will have been reset and you can return to your account.

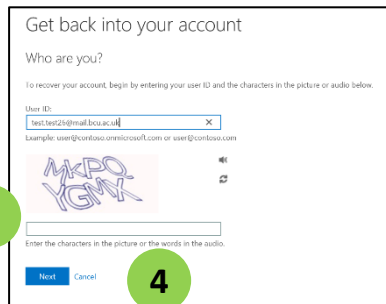
Get back into your account

✓ Your password has been reset

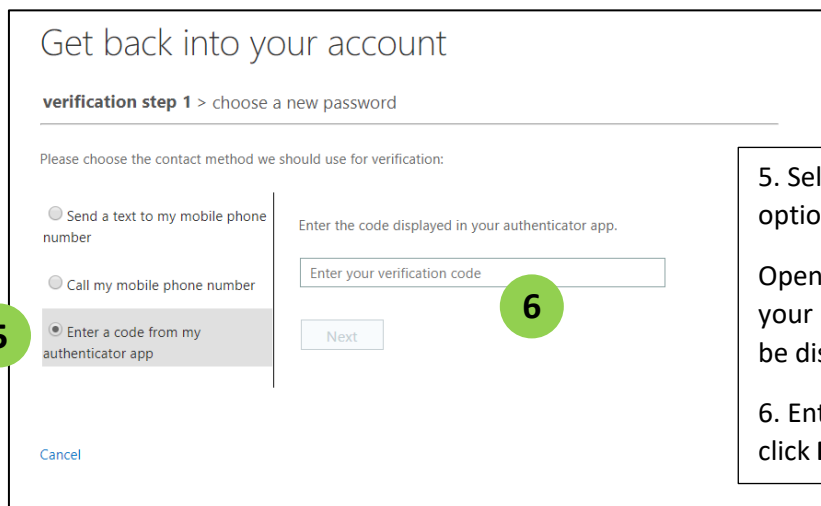
To sign in with your new password, [click here.](#)

3. How to change your password using the Authenticator app

1. Sign in as above (Section 1, point 1 of this guide). When prompted to enter your password, click **Forgotten password**.



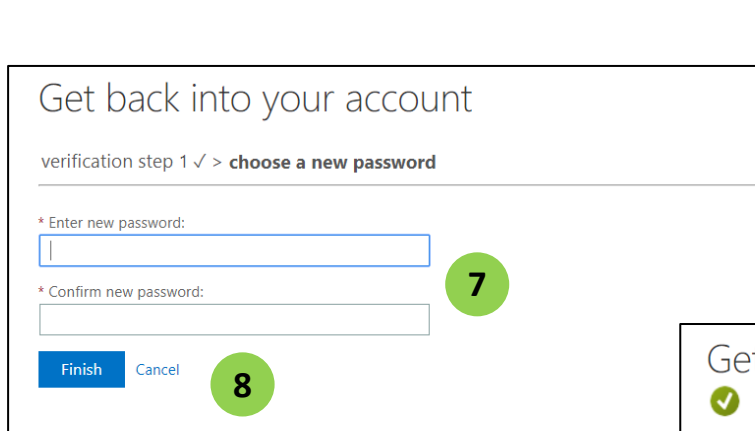
2. You will be taken to the 'Captcha code' section first. (Section 2, points 3 & 4 of this guide.)
3. Enter the letters you see in the image
4. Click **Next**.



5. Select the **Authenticator app** option on the left

Open the Authenticator app on your phone. A six-digit code will be displayed.

6. Enter the six-digit code and click **Next**



7. Enter and confirm your new password.

8. Click the **Finish** button.

Your password will have been reset and you can return to your account.

