

Self Service Password Reset (SSPR)

This password reset feature can be used by staff who are not on-campus and are not connected to the BCU network but need access to university systems. Only members of staff who have already registered for MFA (Multi-Factor Authentication) will have access to the password reset.

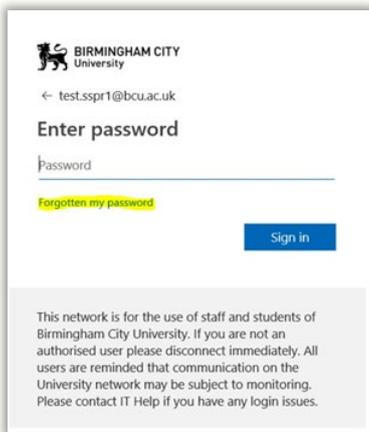
You can abandon your password change at any time by clicking on the [Cancel](#) button on any screen.

Step 1

Log on to an internet-enabled personal device and go to [iCity](#). If you are logged in to iCity at this point, log out and go back to <https://icity.bcu.ac.uk> – you need to reach the screen to be prompted to enter your BCU email address.

Enter your BCU email address and click Next.

On the following screen, where you would normally enter your password, click Forgotten my password.



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← test.sspr1@bcu.ac.uk

Enter password

Password

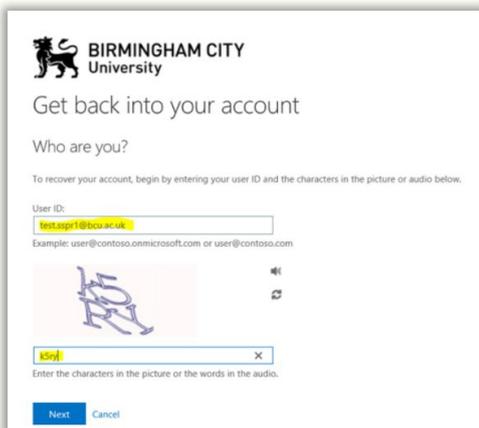
[Forgotten my password](#)

Sign in

This network is for the use of staff and students of Birmingham City University. If you are not an authorised user please disconnect immediately. All users are reminded that communication on the University network may be subject to monitoring. Please contact IT Help if you have any login issues.

Step 2

You will be taken to the 'Get back to your account' screen. Enter your BCU email address.



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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.sspr1@bcu.ac.uk

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

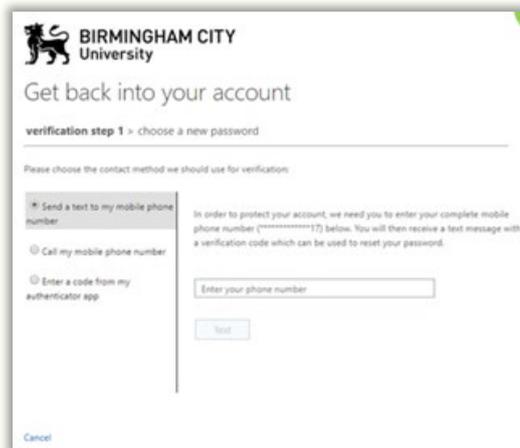
Enter the characters in the picture or the words in the audio.

Next Cancel

You will be presented with a picture of some distorted characters, and the option for an audio description. Type what you see/hear in the box below. (Not case-sensitive). Click Next.

Step 3

You will be asked for a contact method to verify your identity, based on how you have registered for MFA – text, phone, app authentication. Select the preferred option and follow the instructions.



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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 (*****[7]) 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

Step 4

Enter and confirm your new password. A password requires at least 8 characters, including one capital letter, one number and one special character such as \$ or &. Once that's done, click Finish.



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Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish Cancel

Step 5

You'll now see a screen confirming that your password has been reset. You should now be able to log in once again to BCU systems. You will also receive email confirmation to this effect.

If you receive an email and you haven't reset your password, contact IT Help on 0121 331 6543 ASAP. Ensure that you update all other devices and apps that use your BCU email address and password.