

# **LSBU Self Service Password Reset**

This is a guide to show you how to reset your password from any web browser.

You will be required to reset your password every 6 months.

For the most up to date information regarding password reset please visit:  
<https://libguides.lsbu.ac.uk/passwordreset/whattodo>

## **Please follow the guidance carefully to reset your password**

Once you have reset your password you will be able to access Office 365, your LSBU email, Teams account, Moodle and Library resources.

## **Reporting error messages or issues**

If you are experiencing any issues, please let us know by emailing the details of your issue to [student-it-support@lsbu.ac.uk](mailto:student-it-support@lsbu.ac.uk)

Please provide all the following information:

- Error message
- Full name
- Student ID
- Photo of your student ID card
- LSBU username
- Personal email address
- Phone number

## Resetting your Password

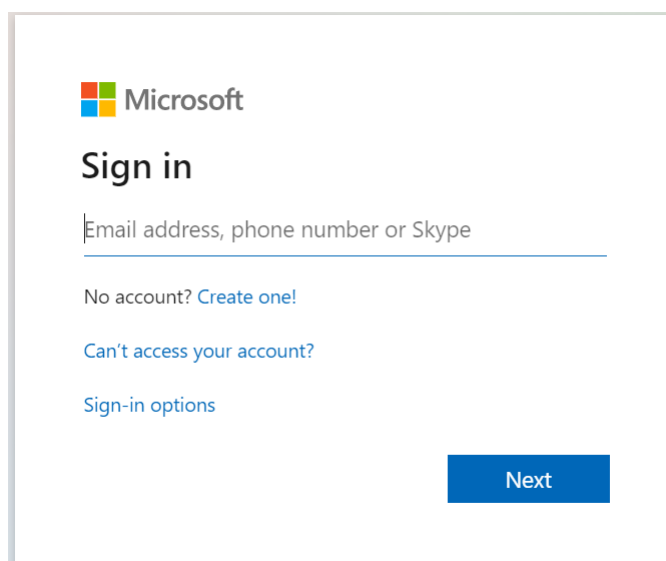
1. Open a browser and go to:

<https://www.office.com/>

2. Select **Sign in**.



3. Enter your full LSBU email address, then select **Next**.



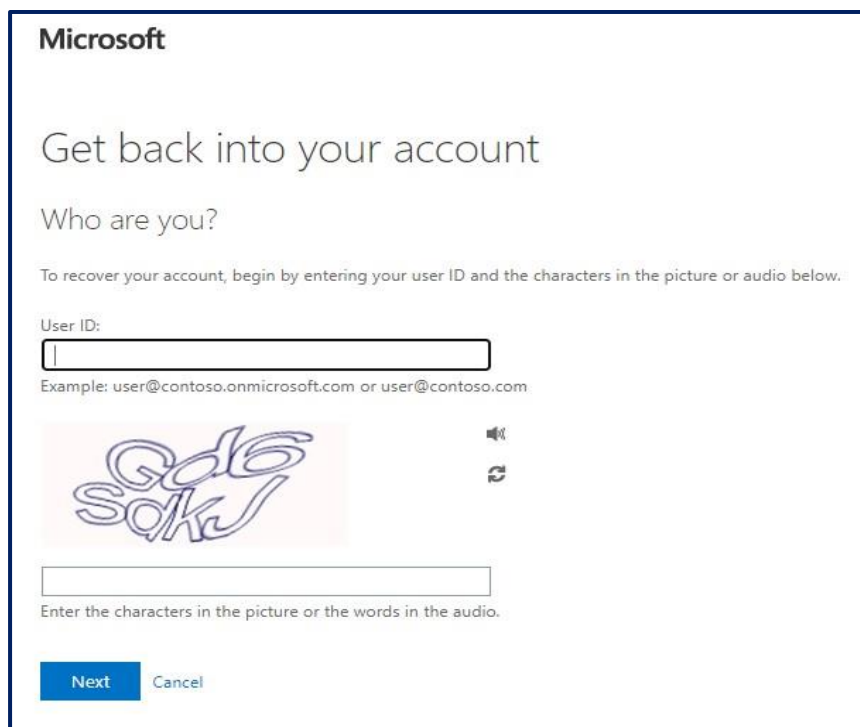
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4. At the sign in area click **Forgotten my password**.



The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it is a text input field containing a redacted username followed by '@lsbu.ac.uk'. Underneath is the heading 'Enter password' and a password input field. A red rectangular box highlights the 'Forgotten my password' link. Below this link is the text 'Sign in with another account'. At the bottom right is a blue 'Sign in' button.

5. Enter <username>@lsbu.ac.uk into the User ID box.



The screenshot shows the Microsoft account recovery page. At the top left is the Microsoft logo. Below it is the heading 'Get back into your account' and the question 'Who are you?'. A sub-heading reads 'To recover your account, begin by entering your user ID and the characters in the picture or audio below.' There is a 'User ID:' label above an empty text input field. Below the input field is an example: 'Example: user@contoso.onmicrosoft.com or user@contoso.com'. Below the example is a CAPTCHA image showing the words 'Gd6' and 'Sokw' in a stylized font. To the right of the image are speaker and refresh icons. Below the image is another empty text input field. Below this field is the instruction 'Enter the characters in the picture or the words in the audio.' At the bottom left are two buttons: 'Next' (highlighted in blue) and 'Cancel'.

6. Complete the antispam question.
7. Click **Next**.

8. You will see the following screen:

The screenshot shows a web page titled "Get back into your account". Below the title is a breadcrumb trail: "verification step 1 > verification step 2 > choose a new password". A horizontal line separates the header from the main content. The main content starts with the instruction: "Please choose the first contact method we should use for verification:". On the left, there is a list of four radio button options: "Email my alternative email address" (which is selected), "Send a text to my mobile phone number", "Call my mobile phone number", and "Answer my security questions". To the right of these options, there is a text block: "You will receive an email containing a verification code at your alternative email address (ma\*\*\*\*\*@hotmail.com).". Below this text is a blue button labeled "Email".

9. You will need to select 2 verification methods that will be used now and in the future for password reset.

You will receive a code via the method selected which you must enter into the webpage as directed.

Complete 2 out of the 3 authentication types listed.

10. You will be presented with the following screen.

The screenshot shows a web page titled "Get back into your account". Below the title is a breadcrumb trail: "verification step 1 ✓ > verification step 2 ✓ > choose a new password". A horizontal line separates the header from the main content. The main content starts with the instruction: "\* Enter new password:". Below this is a text input field. Below the input field is another instruction: "\* Confirm new password:". Below this is another text input field. At the bottom left, there are two buttons: a blue button labeled "Finish" and a grey button labeled "Cancel".

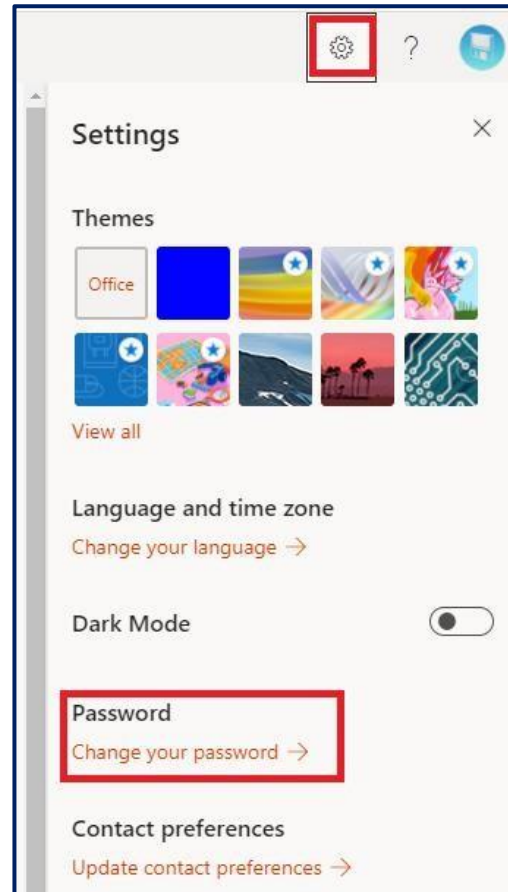
11. Enter your new password twice and click **Finish**.

## Change Password

1. Login to Office 365 (via <https://www.office.com/> )

2. Select the Settings cog from the top right-hand area of the screen (highlighted in red).

3. Select **Change your password** button.



4. Enter old password and new password in both boxes.

5. Click **Submit**

A screenshot of the 'change password' form. The form has a title 'change password' at the top. Below the title, there is a 'User ID' field with a redacted box and '@lsbu.ac.uk' next to it. There are three password fields: 'Old password', 'Create new password', and 'Confirm new password'. At the bottom of the form, there are two buttons: a green 'submit' button and a 'cancel' button.

## **Password Policy**

1. We are now using complexity rules in our password policy
2. This means passwords that do not fulfil the requirements are rejected

For more information and support contact:  
Tel: 020 7815 6678  
Email: [student-it-support@lsbu.ac.uk](mailto:student-it-support@lsbu.ac.uk)  
Visit: Student IT Support, Perry Library

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