Password Management for Students: Resetting and changing your IT password

You use the same password for all University IT resources (e.g. Student Email, MyAberdeen, University Wireless, Student Hub, Classroom PC login, etc.).

Use our Password Management service to:
- **reset** your University IT password – for example, if you ever forget it
- **to change** your University IT password – for example, if you think your IT account has been compromised

Please see page 4 for the University’s Password Policy.

**Reset password utility**

**Self-service Registration**

The reset password utility is provided by Microsoft. In order to use the utility, you will first need to register your **mobile phone number** and an **alternative email address**.

Go to our Password Management web page at [www.abdn.ac.uk/it/student/help/password.php](http://www.abdn.ac.uk/it/student/help/password.php) and follow the instructions under the *Register for self-service* section.

**Reset your password**

Once registered, you can reset your password at any time.

Go to our Password Management web page at [www.abdn.ac.uk/it/student/help/password.php](http://www.abdn.ac.uk/it/student/help/password.php)

1. Under *Forgotten your password?*, click *Reset your password here*.
   - The Microsoft password reset window opens in your web browser.
2. Type in your **University email address** and prove you aren’t a robot by entering the validation characters you see.
3. Click *Next*.
4. Choose whether you want your verification code to be sent by Email, Text, or Call.

Note: If your mobile number number has changed, you will have the option to enter your new number.

5. A verification code will be sent to the alternative email address or mobile number that you provided when you registered.

6. Type in the verification code and click Next.

7. Type in your new password, then confirm your new password.
8. Click **Finish**.

If your password reset was successful, you will receive an onscreen confirmation and an email notification.

**Reset your password from Outlook Web Access**

You can also reset your password from Outlook Web Access.

Go to [https://www.outlook.com/aberdeen.ac.uk](https://www.outlook.com/aberdeen.ac.uk)

1. Type in your University email address.
2. Click **Next**.
3. Click on **Forgotten my password** or **Can't access your account** and follow steps 2 to 10 above to reset your password.

**Change Password utility**

Before changing your password, you’ll need to know your current password.

If you’ve forgotten your current password, use the reset password utility described above.

- Go to our secure password changing web page at [www.abdn.ac.uk/staffnet/working-here/change-your-password.php](http://www.abdn.ac.uk/staffnet/working-here/change-your-password.php)
- Complete and submit the web form, making sure your new password conforms to the password complexity rules.
- Make sure you have read and agreed to the University’s Conditions for using IT Facilities and have completed the IT Security Awareness Training, as instructed.

Remember to update all of your devices (phones, tablets and PCs) with your new password!
University Password Policy

When trying to set a new password, you might see the message “This password does not meet the length, complexity, age, or history requirements of your corporate password policy.” Or “We’ve seen that password too many times before. Choose something harder to guess.”

To make sure your account stays safe, your password must conform to the following rules:

- Must not be a previously used password
- Must contain at least 8 characters
- Must not contain your IT account username
- Must not contain your first or last name
- Must contain characters from at least three of the following four character classes:
  - Uppercase English characters (e.g. A-Z)
  - Lowercase English characters (e.g. a-z)
  - Numeric characters (e.g. 0-9)
  - Special characters – choose from: ! # $ % & ( ) * + , - . : ; < = > ? @ [ ] ^ _ ` { | } ~

  Note: The following symbols are not valid: £ \ " '

Password Security

- IT Services will never ask you for your password.
- Never share your password. Keep it secret, keep it safe.
- Watch out for phishing emails. For guidance on how to protect yourself from phishing scams see our Toolkit guide.

Further information and help

If you any require further assistance, please contact the Service Desk at servicedesk@abdn.ac.uk or https://myit.abdn.ac.uk