

# Password Reset

This guide relates to personal IT accounts, not secondary accounts such as guest, external, project, or resource. To change the password on a *secondary* IT account, use the [password change utility](#). If you have forgotten the password for a secondary account, and need to reset it, please contact [servicedesk@abdn.ac.uk](mailto:servicedesk@abdn.ac.uk).

Password Reset is a feature of Microsoft Authentication. It allows you to reset or change your personal University IT account password *yourself* – for example if you forget it, or if you think your IT account has been compromised. You can do so at any time and from anywhere. All you need is an internet connection.

## Before you start

To use the service, you will first need to have set up **Multi-Factor authentication (MFA)**.

You may have already done this when you accessed your University email for the first time. If you have not, you should set this up now by going to <https://aka.ms/setupsecurityinfo>. You will need to know your *existing* password. If you have forgotten your password, please contact the [IT Service Desk](#).

## Reset your password

Once you have set up Multi-Factor authentication, you can reset your password at any time.

1. Go to <https://www.abdn.ac.uk/password-reset/>



Alternatively, on Outlook Web App's Sign in screen:

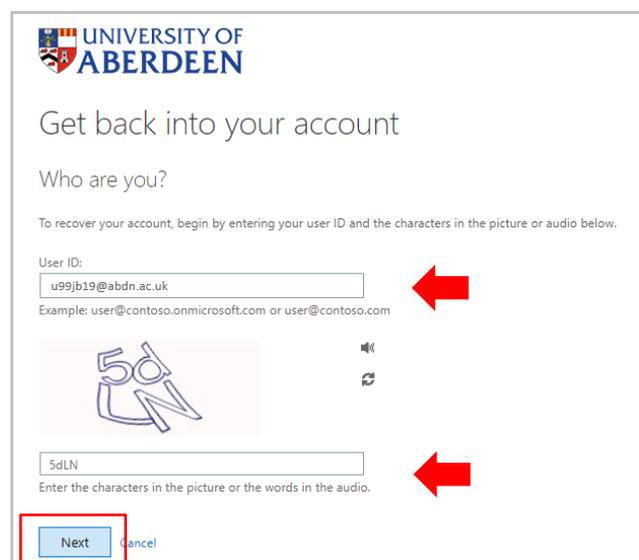
- Enter your **username@abdn.ac.uk**, then **Next**.
- At the **Enter password** dialog, click **Forgotten my password**

Or, on a classroom or staff PC, click **Reset password** on the sign in screen.



UNIVERSITY OF ABERDEEN  
← u99jb19@abdn.ac.uk  
Enter password  
Password  
Forgotten my password  
Sign in

2. The Microsoft password reset window opens in your web browser. Type *your* University **username@abdn.ac.uk** in the **User ID** text box – this may already be populated – and prove you aren't a robot by entering the validation characters you see. Then click **Next**.



UNIVERSITY OF ABERDEEN  
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:  
u99jb19@abdn.ac.uk  
Example: user@contoso.onmicrosoft.com or user@contoso.com  
5dLN  
Enter the characters in the picture or the words in the audio.  
Next Cancel

3. Choose whether you want your verification code to be received in the **Microsoft Authenticator app**, or by **Text**, or **Call**.

UNIVERSITY OF ABERDEEN

## Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*71) 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

4. You'll find a verification code in your Microsoft Authenticator app (if you set that up), or it will be sent to the mobile phone number that you provided when you set up Multi-factor authentication.



**Note:** If you selected **Call my mobile phone number**, you will receive a phone message asking you to press the **# key** instead of a verification code.

5. Type in the verification code and click **Next**.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

867347

Next

6. Type in your new password, then confirm your new password.

Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

.....

\* Confirm new password:

.....

Finish Cancel



Make sure your new password conforms to our password rules – see page 4 below.

7. Click **Finish**.

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

Get back into your account

✓ Your password has been reset

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



Once you have changed your password, you will need to update wireless and email settings **on all your devices** (phones, tablets and PCs) with your new password in order to receive email and connect to the University wireless network.

Please allow up to 30 minutes for your password change to synchronise across all the University IT systems.

## Further information and help

Find out more about [IT Account Security in Toolkit](#).

If you need help setting up or changing authentication methods, please [contact the Service Desk](#).

---

## Password Rules

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 (eg A-Z)
  - Lowercase English characters (eg a-z)
  - Numeric characters (eg 0-9)
  - Special characters – choose from: ! # \$ % & ( ) \* + , - . : ; < = > ? @ [ ] ^ \_ ` { | } ~
  - **Note:** The following symbols are not valid: £ \ " '



### Tip!

Use three or more random words together. By using a mix of upper and lowercase letters and substituting some letters with numbers and special characters, you can make your password even harder to guess.

## 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](#).