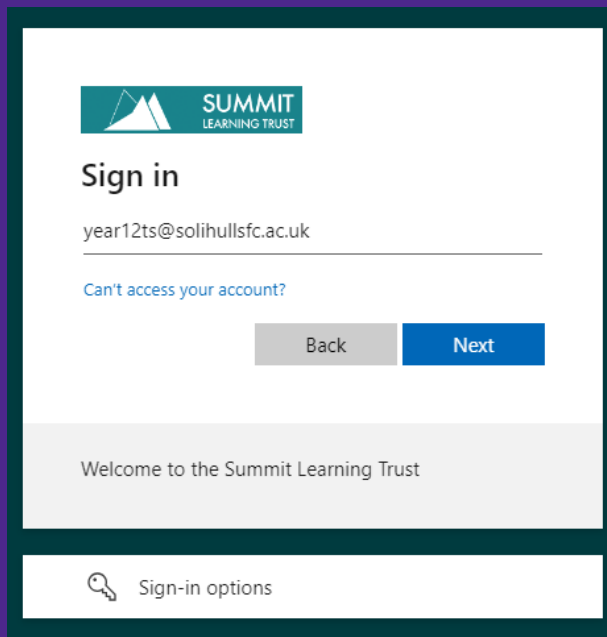# Multi Factor Authentication & Self Service Password Reset

MULTI FACTOR AUTHENTICATION & SELF-SERVICE PASSWORD RESET
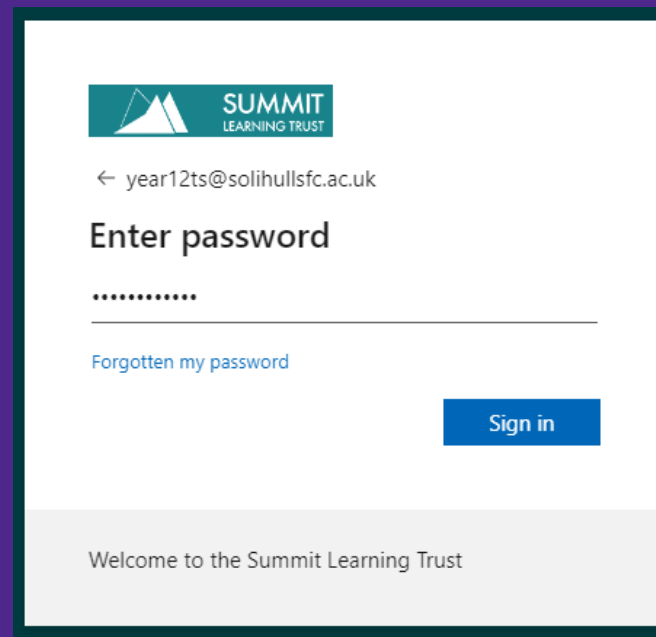
- We are required by the Department of Education to enforce a secondary method of authentication for all students and staff.

- When logging in to Office 365 outside of the College, you will be required to confirm your identity using an App notification, or a phone call/text on your mobile device.

- You will need to set up your two-factor authentication today in order to access your Office 365 and log in to the student portal for timetable access.

- This multi factor authentication also allows you to reset your own password.

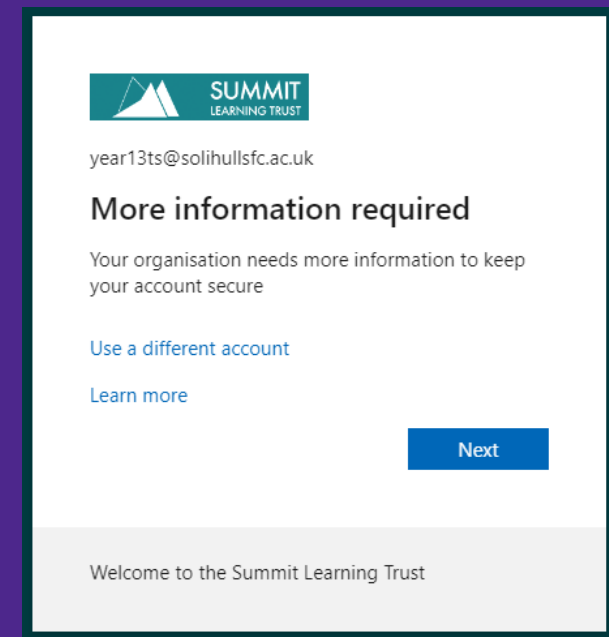# HOW TO SET UP YOUR MULTI FACTOR AUTHENTICATION & SELF-SERVICE PASSWORD RESET

- Open your web browser (Chrome/Edge)

- Select your account and enter your password

- You will then be prompted for more information

# TO SET UP TEXT/PHONE VERIFICATION

- To set up text verification, click on "I want to set up another method".

- Change your area code to UK and enter your mobile phone number.

- You will then receive a 6-digit code to your phone. Type this number in on screen.

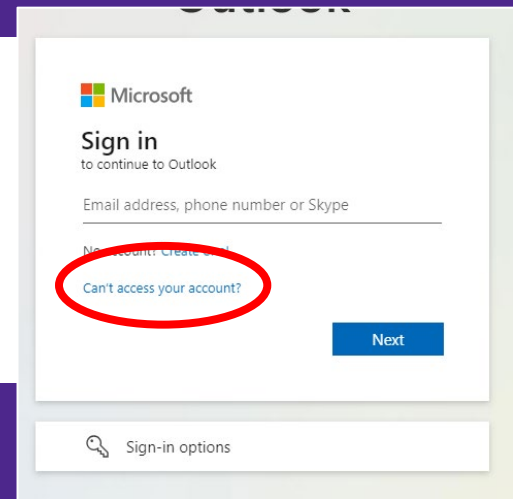- You have now set up your Microsoft authentication!
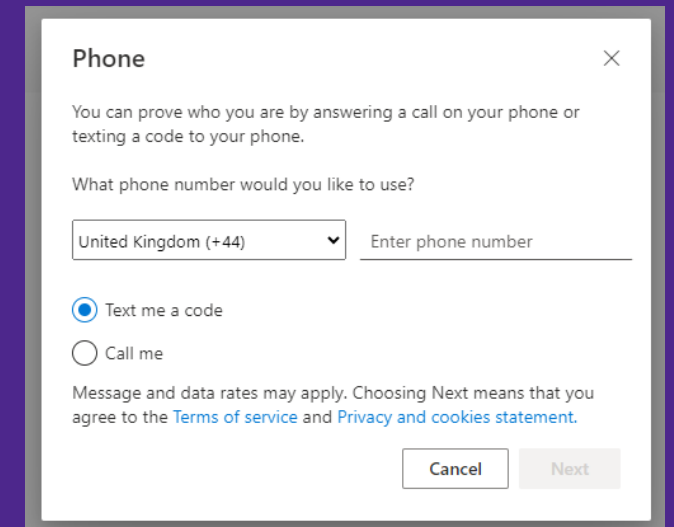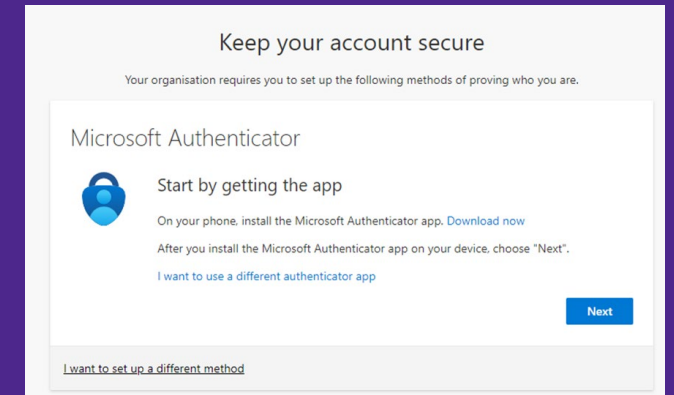
IF YOU ARE CHANGING YOUR PHONE NUMBER

- **Before** you are going to change your phone number, you will need to update your authentication phone number on your Office 365 account.

- If you do not change this beforehand, you will lose access to your college account from home.

- To change this, log in to your college Office 365 account.

- Click on your profile picture in the top right-hand corner, and click "view account"

- You will then need to find security info and click update info.

- You can then add a sign in method and register your new mobile number. You should then delete the old one.
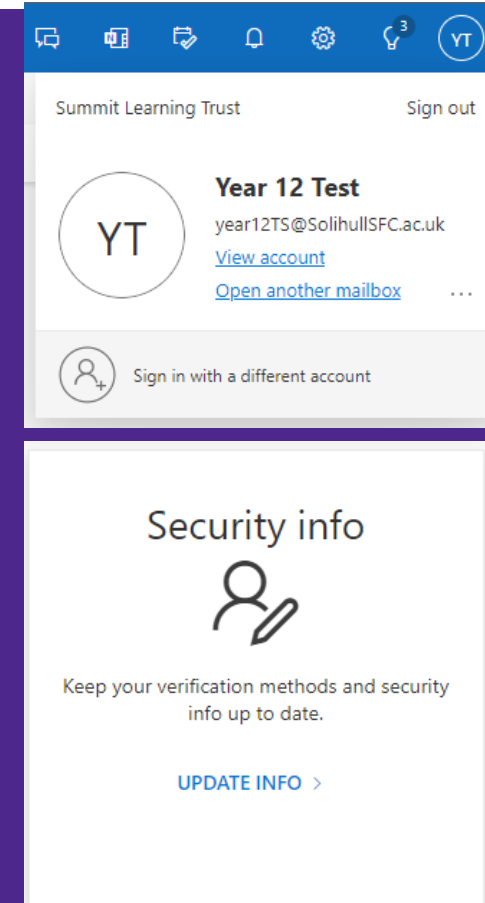
PASSWORD RESETS

- If you forget your college password, click on one of the buttons on the student portal to access Office 365.

- On the login box that appears, click "can't access your account?"

- Click on "Work or School account".

- Fill in your college email address and enter the captcha code.

- Enter the mobile number that you have registered for your 2-factor authentication. This will then send you a text containing a code to verify your identity.

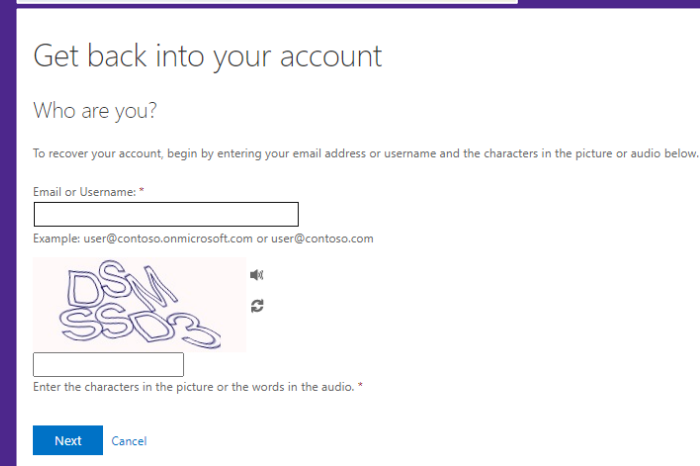- You will then be asked to set a new college password.

PASSWORD RESETS

- If you know your password, but wish to reset it, log on to any college computer and press ctrl, alt + delete.

- You will then have the option to "change a password".

- As a **last resort**, if you have tried the password reset steps and are having difficulties, you can visit the LRC helpdesk or speak to an SDO who will be able to help you reset your password.

PASSWORD RESET

- We now require you to reset your college password.

- Please press ctrl, alt + delete and then "change a password".

- Your college password should:
  - Be a minimum of 8 characters
  - Contain at least one capital letter
  - Contain at least one number
  - Not contain your name

- You will not be able to re-use passwords – you must come up with a new one.