



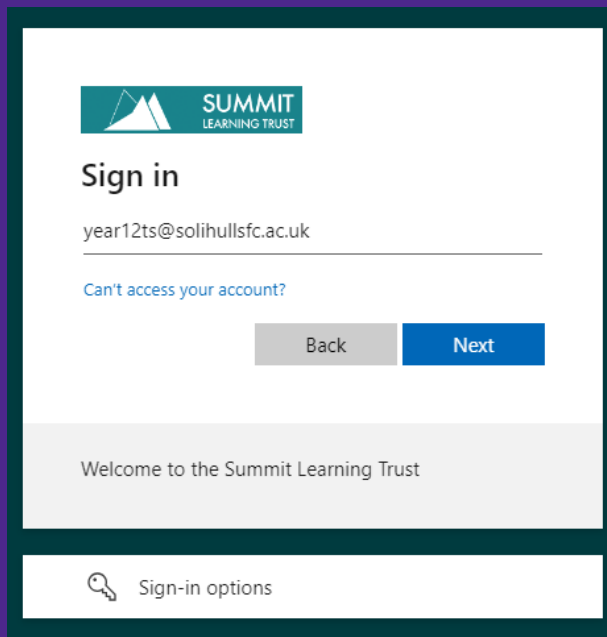
# **Multi Factor Authentication & Self Service Password Reset**

# MULTI FACTOR AUTHENTICATION & SELF-SERVICE PASSWORD RESET

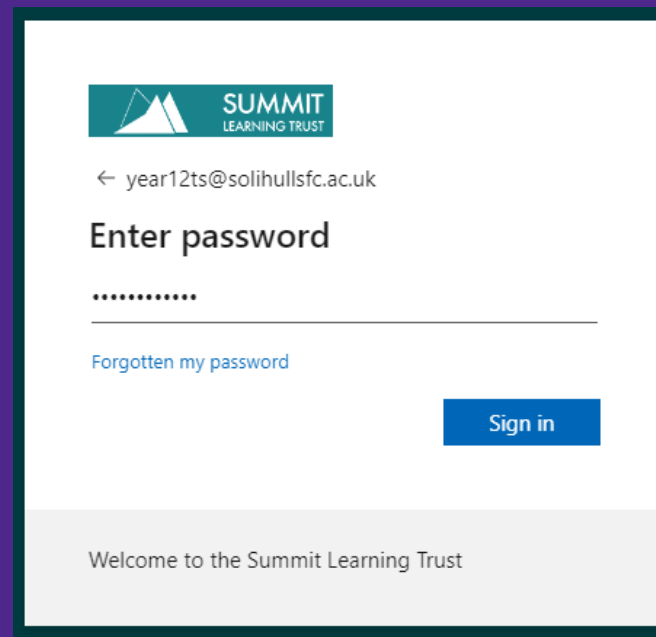
- We are required by the Department of Education to enforce a secondary method of authentication for all students and staff.
- When logging in to Office 365 outside of the College, you will be required to confirm your identity using an App notification, or a phone call/text on your mobile device.
- You 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

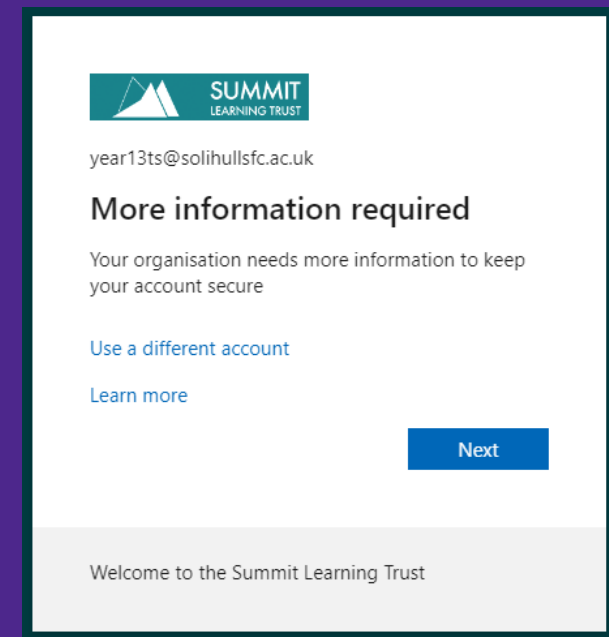
- Open your web browser (Chrome/Edge)
- Select your account and enter your password
- You will then be prompted for more information



The screenshot shows the Summit Learning Trust sign-in page. At the top left is the Summit Learning Trust logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "year12ts@solihullsf.ac.uk". Below the input field is a link that says "Can't access your account?". At the bottom of the form area are two buttons: "Back" and "Next". At the very bottom of the page, there is a footer with a magnifying glass icon and the text "Sign-in options".



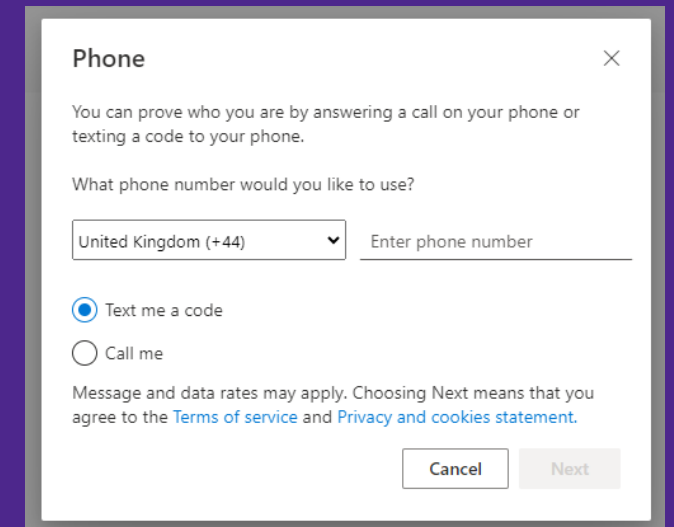
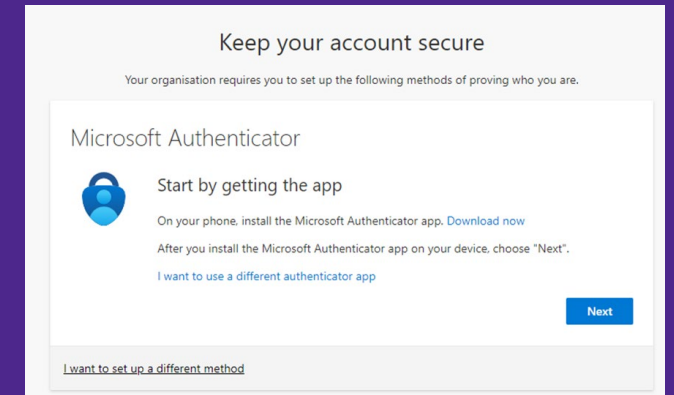
The screenshot shows the Summit Learning Trust password entry page. At the top left is the Summit Learning Trust logo. Below it, the text "Enter password" is displayed. Above the password field is a back arrow and the email address "year12ts@solihullsf.ac.uk". The password field contains a series of dots. Below the password field is a link that says "Forgotten my password". At the bottom right of the form area is a blue "Sign in" button. At the very bottom of the page, there is a footer with the text "Welcome to the Summit Learning Trust".



The screenshot shows the Summit Learning Trust "More information required" page. At the top left is the Summit Learning Trust logo. Below it, the text "More information required" is displayed. Above this text is the email address "year13ts@solihullsf.ac.uk". Below the heading is the text "Your organisation needs more information to keep your account secure". Below this text are two links: "Use a different account" and "Learn more". At the bottom right of the form area is a blue "Next" button. At the very bottom of the page, there is a footer with the text "Welcome to the Summit Learning Trust".

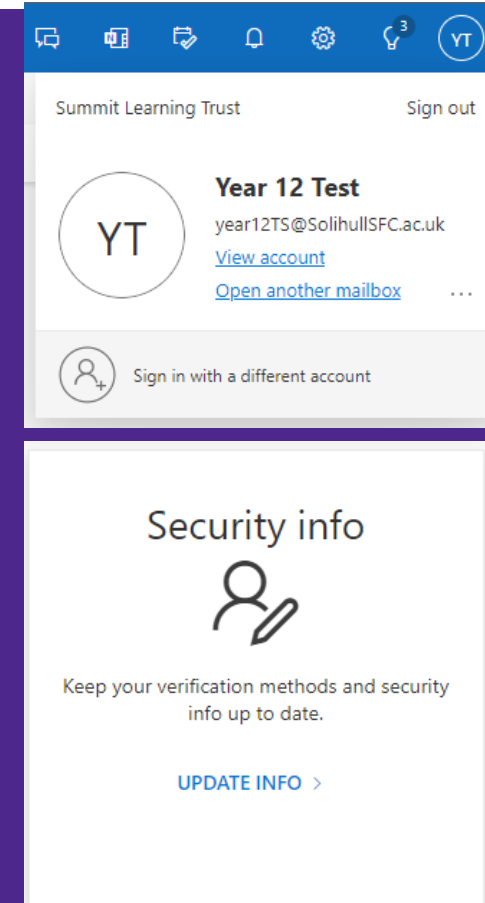
# TO SET UP TEXT/PHONE VERIFICATION

- 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!



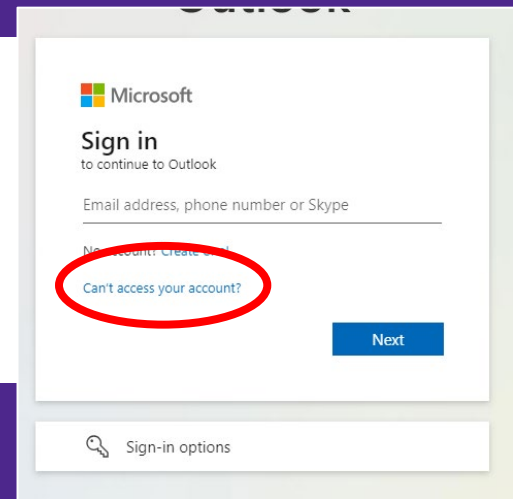
# IF YOU ARE CHANGING YOUR PHONE NUMBER

- **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.



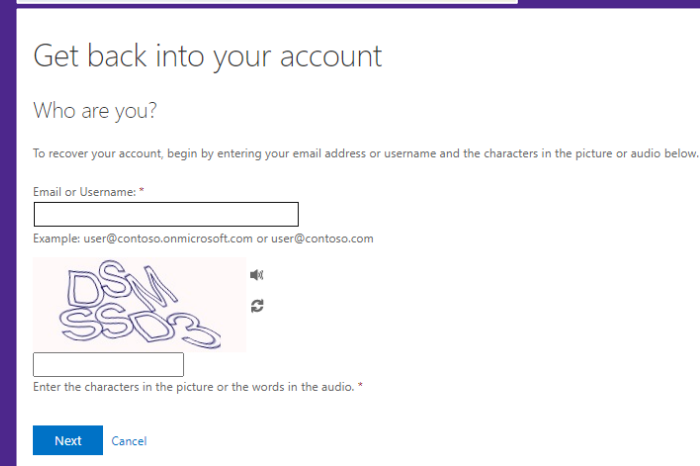
Microsoft  
Sign in  
to continue to Outlook

Email address, phone number or Skype

[Can't access your account?](#)

Next

Sign-in options



Get back into your account

Who are you?

To recover your account, begin by entering your email address or username and the characters in the picture or audio below.

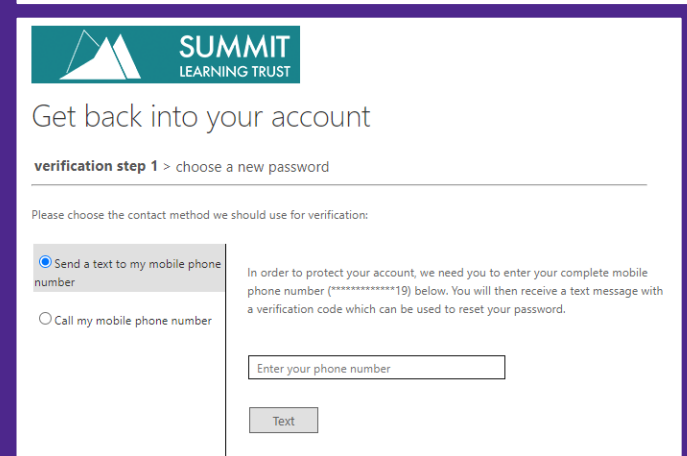
Email or Username: \*

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

DSM  
SSD3

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

Next Cancel



SUMMIT  
LEARNING TRUST

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

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*19) 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

# 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.