

Instructions to change password

Allows you to securely regain access to your account without needing to contact the IT department

Your new password must be at least **16 characters long** and should include a combination of uppercase and lowercase letters, numbers, and special characters. Avoid using personal information such as your name, date of birth, pet names, or any information that could be easily guessed or found online. Do not use common passwords, predictable patterns (such as "12345" or "qwerty" or "your name"), or passwords you have used previously. Each account should have a unique password to reduce the risk of compromise if another account is breached.

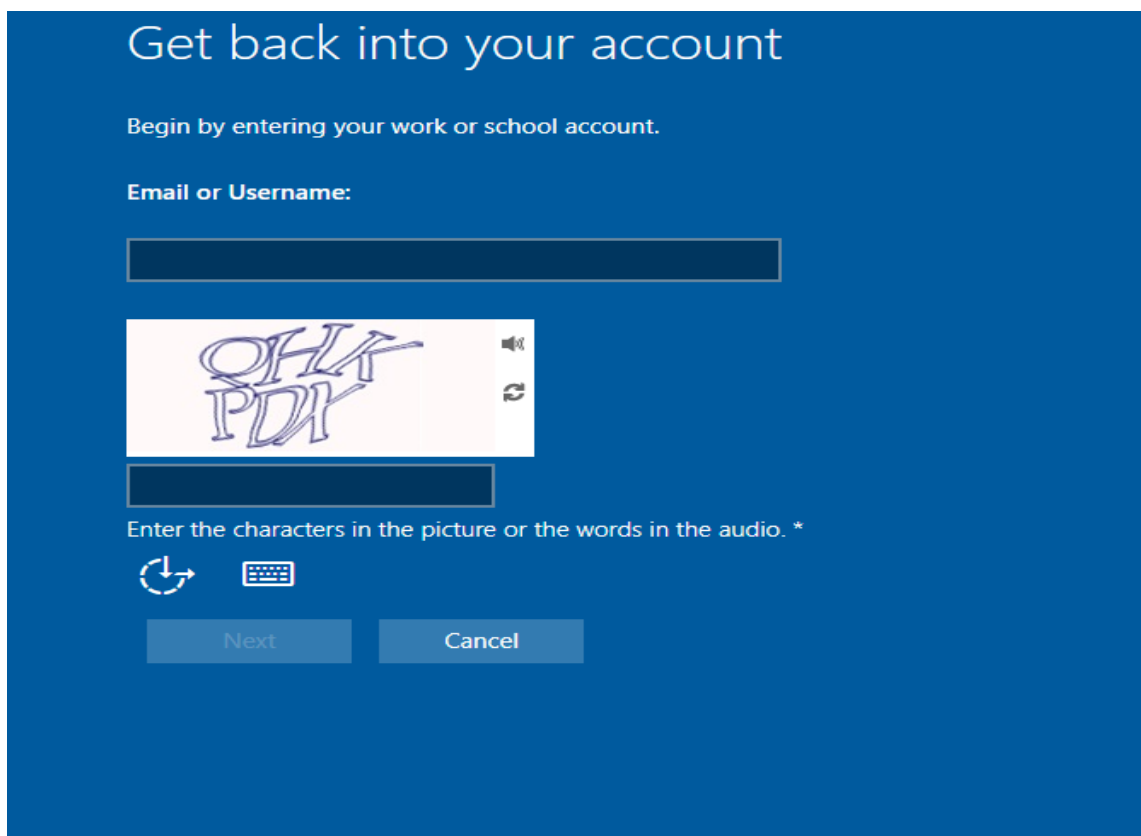
Examples of strong passwords:

- T!gerWalks#AtDawn2025
- Purple&River!Moon16
- Coffee!Train\$Garden88
- Sunset#Bridge42&Forest

Consider using a memorable passphrase made up of several unrelated words combined with numbers and symbols, as these are easier to remember and more difficult to crack than short, complex passwords.

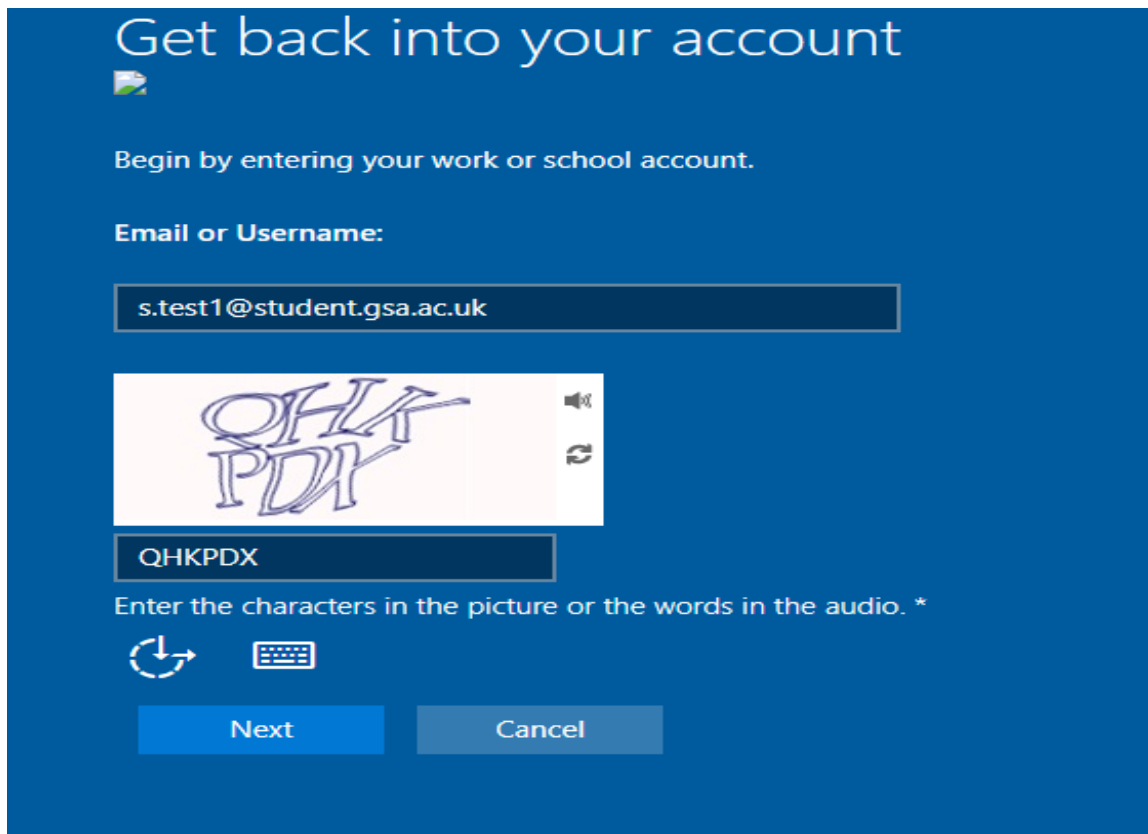
Steps –

Log in to - <https://passwordreset.microsoftonline.com/passwordreset#!/> - you will see the screen below.



The screenshot shows a blue background with the title "Get back into your account" in white. Below the title, it says "Begin by entering your work or school account." There is a text input field labeled "Email or Username:". Below that is a CAPTCHA image showing the words "OHK" and "PDK" in a stylized font. To the right of the image are icons for audio and refresh. Below the image is another text input field. Below the input fields, it says "Enter the characters in the picture or the words in the audio. *". There are icons for a refresh button and a keyboard icon. At the bottom, there are two buttons: "Next" and "Cancel".

Type in your GSA email address and enter the security characters in the picture. NOTE – Case Size.



Get back into your account

Begin by entering your work or school account.

Email or Username:

s.test1@student.gsa.ac.uk

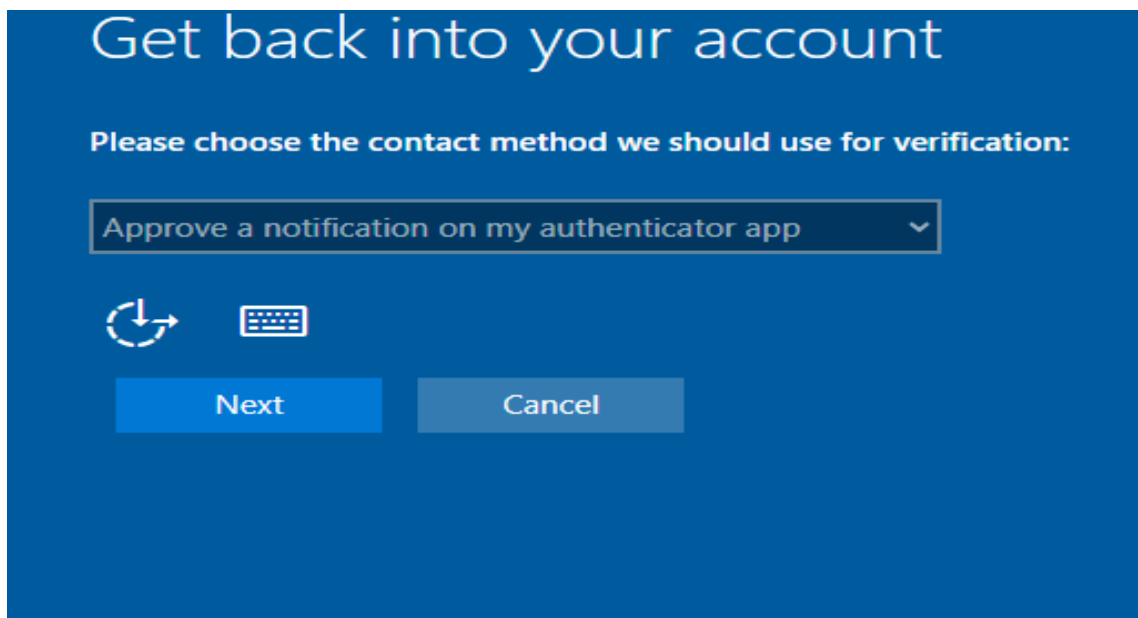
QHKPDX

QHKPDX

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

Next Cancel

Now click Next.



Get back into your account

Please choose the contact method we should use for verification:


Approve a notification on my authenticator app

Next Cancel

Choose Approve a notification on my authenticator app on the drop down and click next.

Get back into your account

Please choose the contact method we should use for verification:

Approve a notification on my authenticator app 

Approve the notification we're sending to your app by entering the number shown below.

88



Cancel

Enter the number in your authenticator app in your mobile, in this case 88

Enter and confirm your new password, then click **Finish** or **Reset password**

Note – you have 5 attempts and if you unfortunately lock yourself out, lockout will last 15- 20 mins.