

University Password Reset and Account Unlock

How to change your campus password if you have registered for Multi-Factor Authentication (MFA)

Follow these steps to reset your own password in the Microsoft Authenticator App:

1. Open the **Authenticator App** on your device
2. Select your **Newcastle University account** i.e. [userid@newcastle.ac.uk](mailto:user@newcastle.ac.uk)
3. In the 'Manage' section select '**Change Password**'
4. Sign into Microsoft with your [userid@newcastle.ac.uk](mailto:user@newcastle.ac.uk) and then select '**Forgot my Password**'
5. Enter the code from the captcha picture, click '**Next**'
6. Select '**I've forgotten my password**', click '**Next**'
7. Select '**Enter a code from my authenticator app**' and enter the code displayed when you open the Authenticator App
8. Enter a new password using the criteria outlined on our '**Changing your Password**' page (scan the QR code below)



9. Once you have reset your password, you must **switch off your phone and place it in the area for personal belongings**.
10. If your account has locked due to too many incorrect password attempts, see instructions on next page.
11. **After the exam**, you will need to update your password for University Wi-Fi (see next page).

If you have not yet registered for MFA or are having issues resetting your password, we will need to confirm some security details. Please call the IT Service Desk on 0191 208 5999.

How to update your password for University Wi-Fi

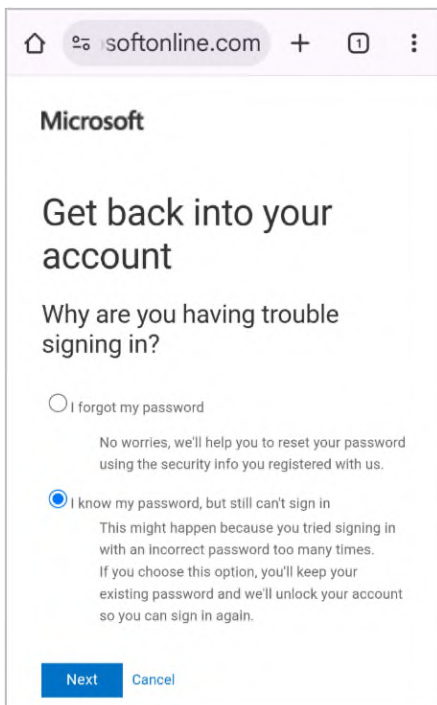
If you change your password and don't update the password saved on **all** devices, then it may keep trying to log you in to something (most often Wi-Fi) with the old password and lock your account.

1. On your mobile device, open Wi-Fi settings and select the University Wi-Fi you normally connect to
2. Select the '(i) (info icon)' next to the Wi-Fi network
3. Select '**Forget This Network**'
4. Go back to the Wi-Fi list and select '**newcastle-university Wi-Fi**'
5. Enter your Username as c1234567
6. Enter your new campus password and save

How to reset a locked account

If your account has been locked due to too many incorrect password attempts, follow the below steps to unlock your account:

1. On your mobile phone, go to passwordreset.microsoftonline.com. Enter your University email address and captcha
2. Select the second option as below:



3. Select '**Next**' and the available options will depend on which MFA method you have setup. You should select an option and approve the MFA request which will be sent to your phone.
4. Your account is then unlocked, and you will be able to sign into your IT account.

If you require further assistance, please call the IT Service Desk on 0191 208 5999.