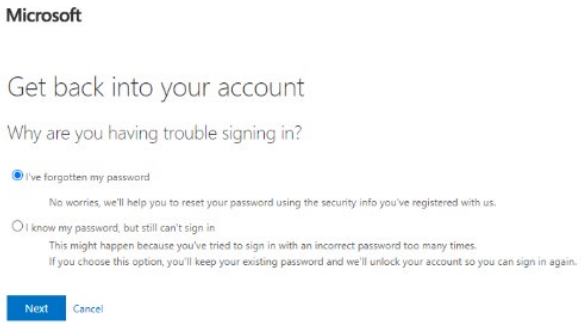
PASSWORD RESET INSTRUCTIONS

Before your start think about a password. The requirements are:

- 10 character or more
- At least one capital letter, one number
- CANNOT be one of your last 20 passwords

Go to passwordreset.microsoftonline.com, complete the form and click **Next**.

Please use your student email account (CIT******@students.cit.edu.au).



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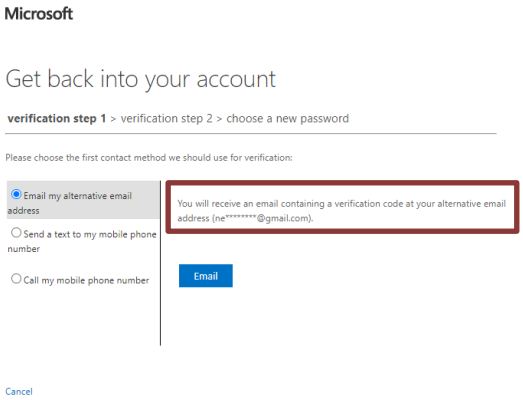
1. Verification Step 1

This is part of a two-step verification process to ensure that your account is secure. Start with the email address process.

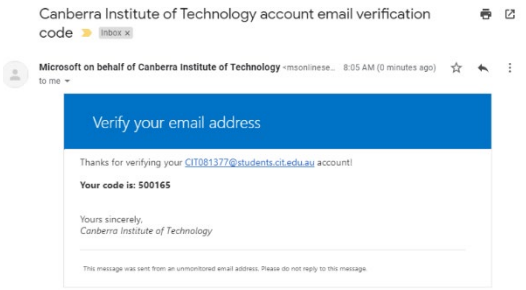
Check the email is correct and click on Email.



2. Verify your email address

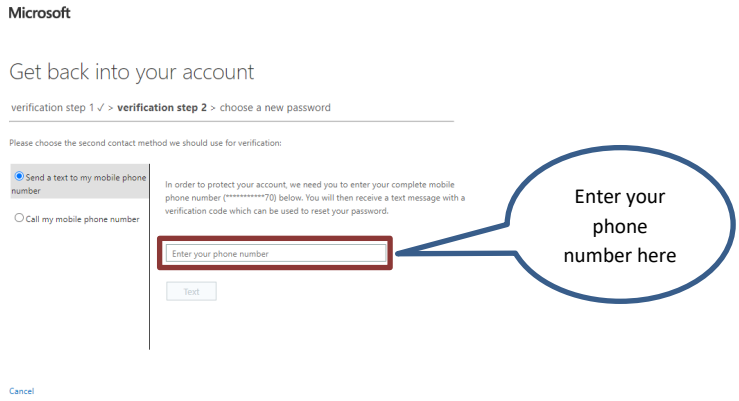
Check your email for an email from 'Microsoft on behalf of Canberra Institute of Technology with a verification code.

Copy, write or remember the code and enter it into the webpage.



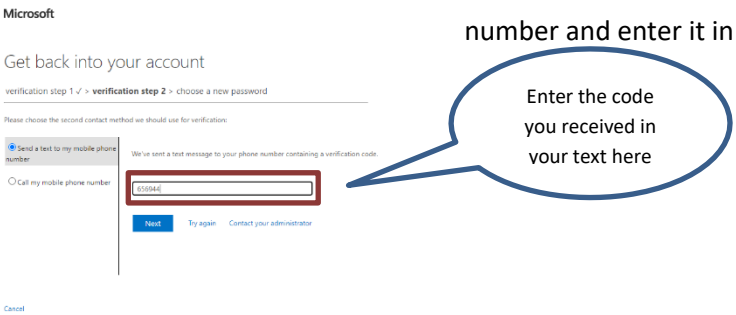
3. Verify your mobile phone number

This is the second verification step in setting up your Microsoft 365 account. Check the last two digits of the phone number and then enter your phone number into the box, the Text box will then be available, click Text.



4. Receive a Text Message

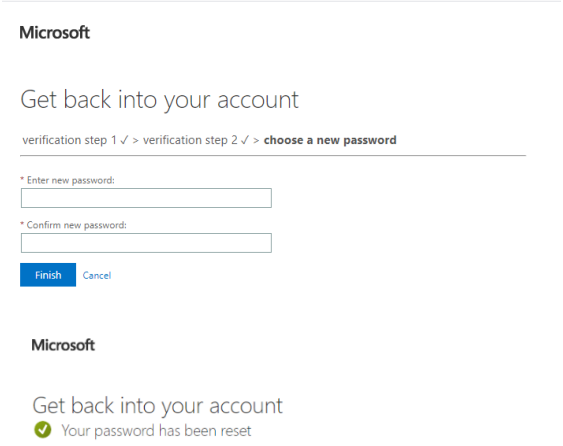
You will receive a text message from Microsoft, remember the number and enter it in the box on the webpage.



5. Set Password

Your password will need to comply with the following rules:

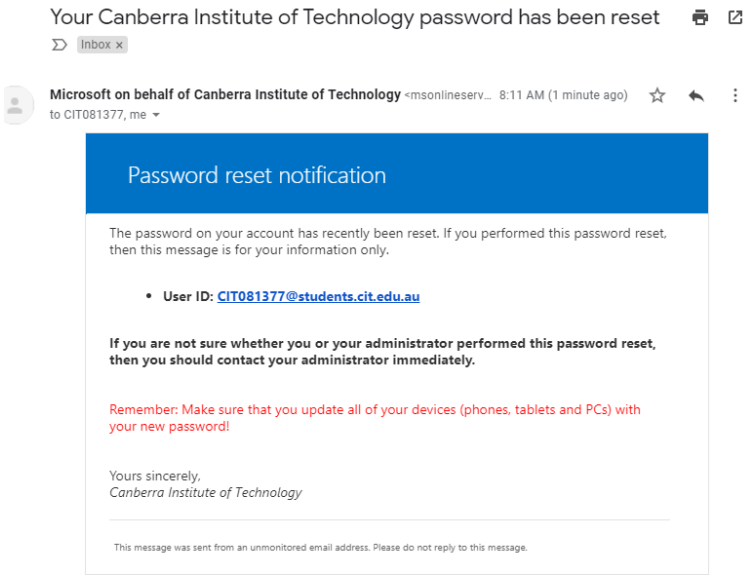
- Minimum of 10 characters
- Must contain a capital letter
- Must contain a number or a symbol
- Common phases will not be accepted e.g. Canberra2021



Enter your password twice. Once you click Finish you will be taken to a new screen confirming that your password has been reset.

6. Confirmation email

You will receive an email from Microsoft on behalf of Canberra Institute of Technology, notifying you that your password has been reset.



HELP

If you need help, contact CIT Student services on 6207 3188 or infoline@cit.edu.au

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