

PASSWORD RESET INSTRUCTIONS

Before you 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).

Microsoft

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:

CIT081377@students.cit.edu.au

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



Enter the code
in the box below

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

Next Cancel

Microsoft

Get back into your account

Why are you having trouble signing in?

I've forgotten my password

No worries, we'll help you to reset your password using the security info you've registered with us.

I know my password, but still can't sign in

This might happen because you've tried to sign in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

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.

Microsoft

Get back into your account

verification step 1 ✓ > verification step 2 > choose a new password

Please choose the second 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 (*****70) 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

Enter your phone number here

Cancel

4. Receive a Text Message

Microsoft

Get back into your account

verification step 1 ✓ > verification step 2 > choose a new password

Please choose the second contact method we should use for verification:

Send a text to my mobile phone number
 Call my mobile phone number

We've sent a text message to your phone number containing a verification code.

010046

Next Try again Contact your administrator

Enter the code you received in your text here

Cancel

Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

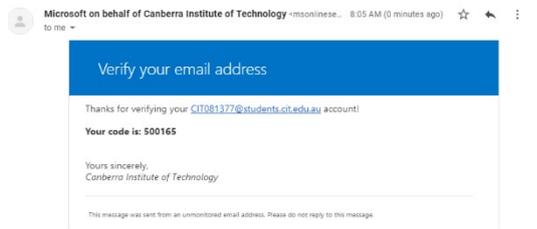
Email my alternative email address
 Send a text to my mobile phone number
 Call my mobile phone number

You will receive an email containing a verification code at your alternative email address (ne*****@gmail.com).

Email

Cancel

Canberra Institute of Technology account email verification code



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 phrases 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.

Microsoft

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish Cancel

Microsoft

Get back into your account

✔ 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.

Your Canberra Institute of Technology password has been reset  

Inbox x

 **Microsoft on behalf of Canberra Institute of Technology** <msonlineserv... 8:11 AM (1 minute ago) ☆ ↶ ⋮
to CIT081377, me ▾

Password reset notification

The password on your account has recently been reset. If you performed this password reset, then this message is for your information only.

- User ID: CIT081377@students.cit.edu.au

If you are not sure whether you or your administrator performed this password reset, then you should contact your administrator immediately.

Remember: Make sure that you update all of your devices (phones, tablets and PCs) with your new password!

Yours sincerely,
Canberra Institute of Technology

This message was sent from an unmonitored email address. Please do not reply to this message.

HELP

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