

Resetting your password or if you have forgotten your password

If you have forgotten your password or it has expired [follow this link](#).

Microsoft

Get back into your account

Who are you?

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

Email or Username: *

0005678@student.lambeth.ac.uk

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



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

Next Cancel

Enter your student ID number followed by @student.lambeth.ac.uk into the first box.

Then type in the letters and numbers you see into the second box.

Audio options are available and when you have completed press next.

The next page will be verification through the email and phone number on your student record. If these have changed or are no longer accurate this stage will not work. You can (once your password has been reset by staff change the emails / phone).

You will be send two verification codes. The first to the email that is on your student record, the second to the mobile phone on your student record.

Once you have entered these you will get the opportunity to reset your password.

Microsoft

Get back into your account

Create a new password

* Enter new password:

* Confirm new password:

This password does not meet the length, complexity, age, or history requirements of your corporate password policy.

Next Cancel

If you get the error message about length, complexity, age and history it means either you are trying to reuse a recent password (you cannot repeat same password for ten resets) or you are trying to reset twice in a 24 hour period or your password is not complex or long enough.

Your new password needs to be at least 10 digits to include both **UPPER** and **lower** case letters as well as **numbers** and **non-alphanumeric characters** (@#\$\$%^&).

For example **C****I**&**p****h**@**M****\$****W****4**

You cannot repeat a password you have used before but you can add to it For example **C****I**&**p****h**@**M****\$****W****4****2**

Resetting your password whilst old one still working

[Follow this link](#) and either log in or if you are already logged in to 365 this page comes up

Change password

User ID
90005678@student.lambeth.ac.uk

Old password
.....

Create new password
.....

Confirm new password
.....

Submit Cancel

Again if you get the error message about length, complexity, age and history it means either you are trying to reuse a recent password (you cannot repeat same password for ten resets) or you are trying to reset twice in a 24 hour period or your password is not complex or long enough.

Your new password needs to be at least 10 digits to include both **UPPER** and **lower** case letters as well as **numbers** and **non-alphanumeric characters** (@#\$%^&).

For example **Ci&ph@M\$W4**

You cannot repeat a password you have used before but you can add to it For example **Ci&ph@M\$W42**

Setting up your Account

If you want to reset your default email and / or phone number or opt to add in security questions [follow this link](#) which (once you've signed in will get you to this page).

You only need two of the three options setting up.

don't lose access to your account!

To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We won't use this to spam you -- we'll just use it to make your account more secure. You'll need to set up at least 2 of the options below.

- Authentication Phone is not configured. [Set it up now](#)
- Authentication Email Address is set to croberts@lambeth.ac.uk. [Change](#)
- Security Questions have been configured. [Change](#)

look good Cancel

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