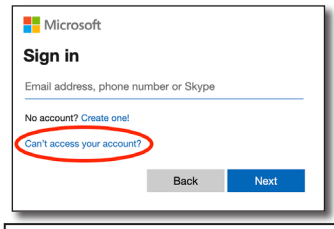
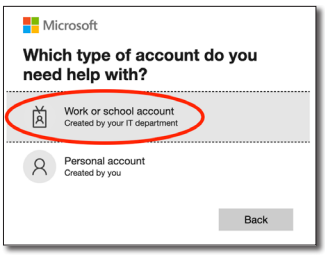
Est. 1841 | YORK ST JOHN UNIVERSITY
Library & Learning Services

Resetting or changing your York St John password

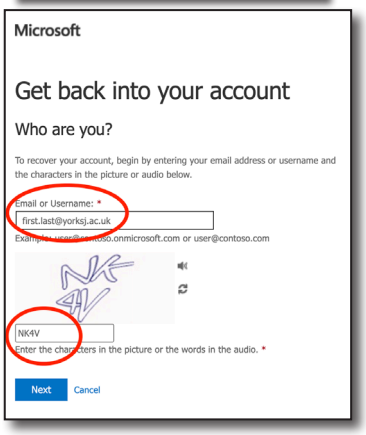
Finding the password reset service

If you can't remember your York St John password or if you want to change it, you can set a new one yourself using Microsoft 365. Go to a Microsoft sign in e.g. **www.office.com** and select **Can't access your account**.

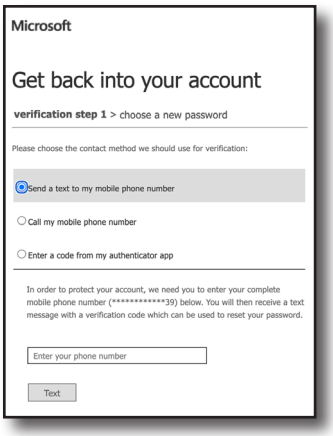




Select **Work or school account**



Add your full York St John email address ending in **@yorksj.ac.uk** and type in the characters in the box below.



Select authentication method.

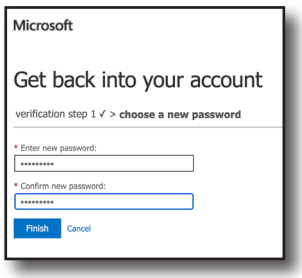
For **text my mobile**, **Call my mobile** or **email** you will have to type your full mobile number or email address into the bottom box. You will then be sent a code to type in.

If you have the **authenticator app** installed and set up you can open that app and click on your YSJ account to get a code to type into the password reset box

If you have set up other ways such as **questions** then you can answer those.

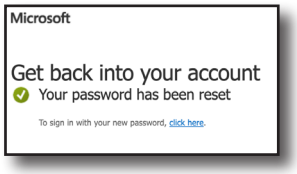
Set new pasword

You will be asked to type a **new password** that you want to set and confirm the same below



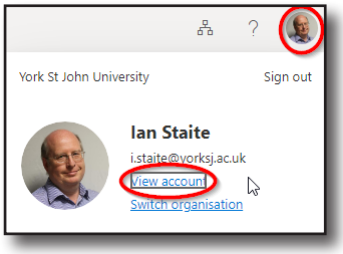
Password Rules

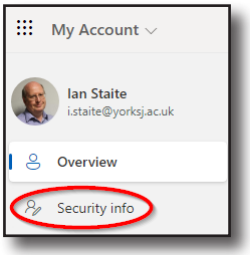
- At least eight (8) characters long
- With at least one upper case
- At least one lower case letter
- At least one numerical (0-9) character
- You must not use your user name or real name as part of the password
- Other characters e.g. !"£$%^&*()_+-=@~:#';,.<>?/ are allowed but can create problems with some systems.



You will receive a message that your password has been reset and you will also get a notification to your YSJ email that your password has been reset.

Check other devices including phones or laptops attached to **Eduroam WiFi**. If these keep trying an incorrect password it may lock your account.





Setting up alternate authentication

Go to any Microsoft 365 tab e.g. your web email and click on your account photo or initials at the top-right. Select **View Account**. Then on the left, **Security info.** You can then **add sign-in methods**.