

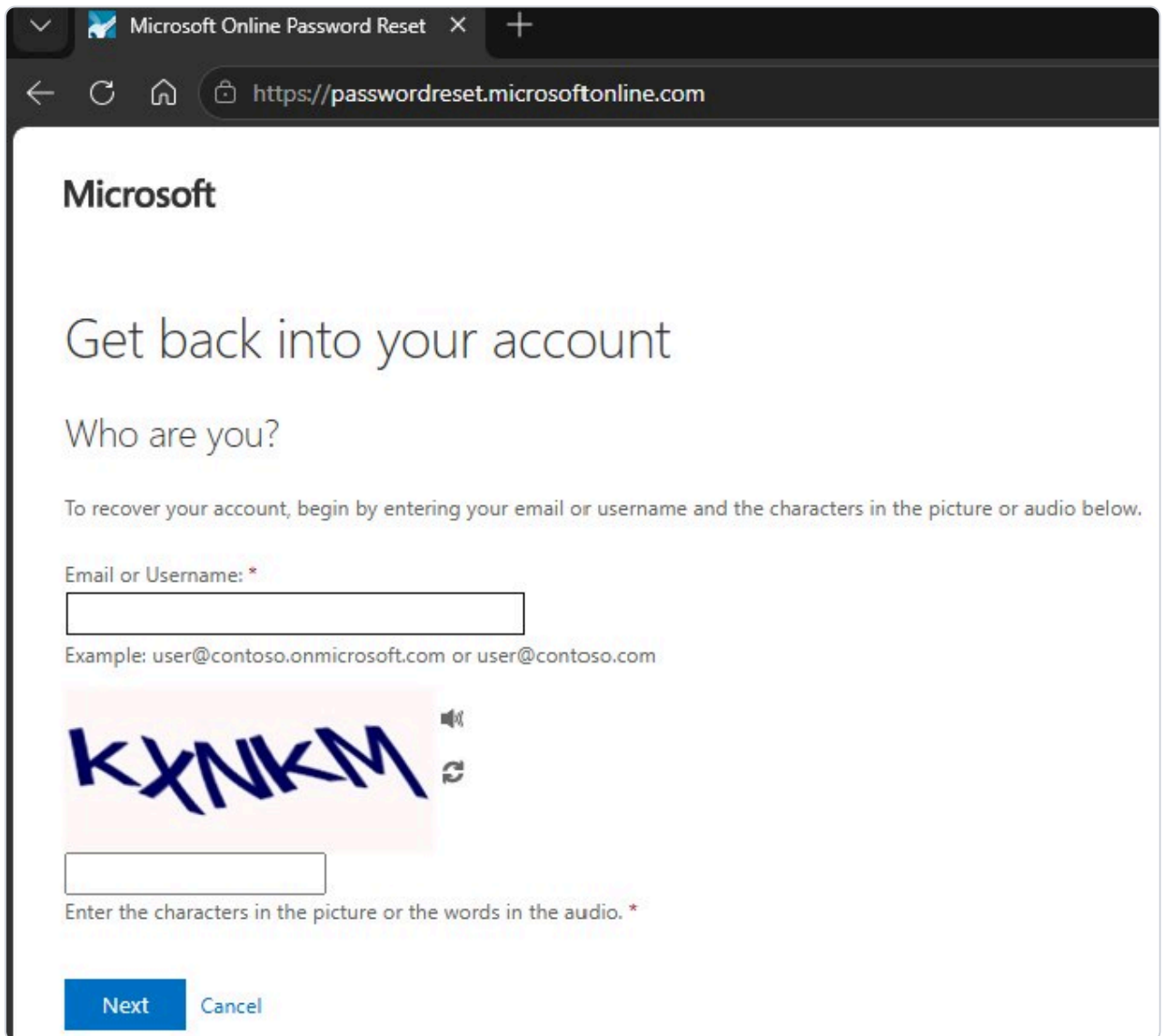
How to set your password

Set the password for your Wiltshire College account so you can sign in to your email, Teams, OneDrive and course materials.

Before you start: the verification code in Step 3 is sent to your **personal email address** - the one the College holds for you, where your welcome email was sent. Have that inbox open before you begin.

1 Open the password reset page

On any device, open a web browser and go to passwordreset.microsoftonline.com



The screenshot shows a web browser window with the title "Microsoft Online Password Reset". The address bar displays "https://passwordreset.microsoftonline.com". The page content includes the Microsoft logo, the heading "Get back into your account", and the question "Who are you?". Below this, a message states: "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There is a text input field for "Email or Username: *" with an example: "user@contoso.onmicrosoft.com or user@contoso.com". Below the input field is a CAPTCHA image showing the characters "KXNKM" in a stylized font. To the right of the image are icons for audio and refresh. Below the CAPTCHA is another text input field. At the bottom, there are two buttons: "Next" (in blue) and "Cancel" (in light blue).

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: *

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



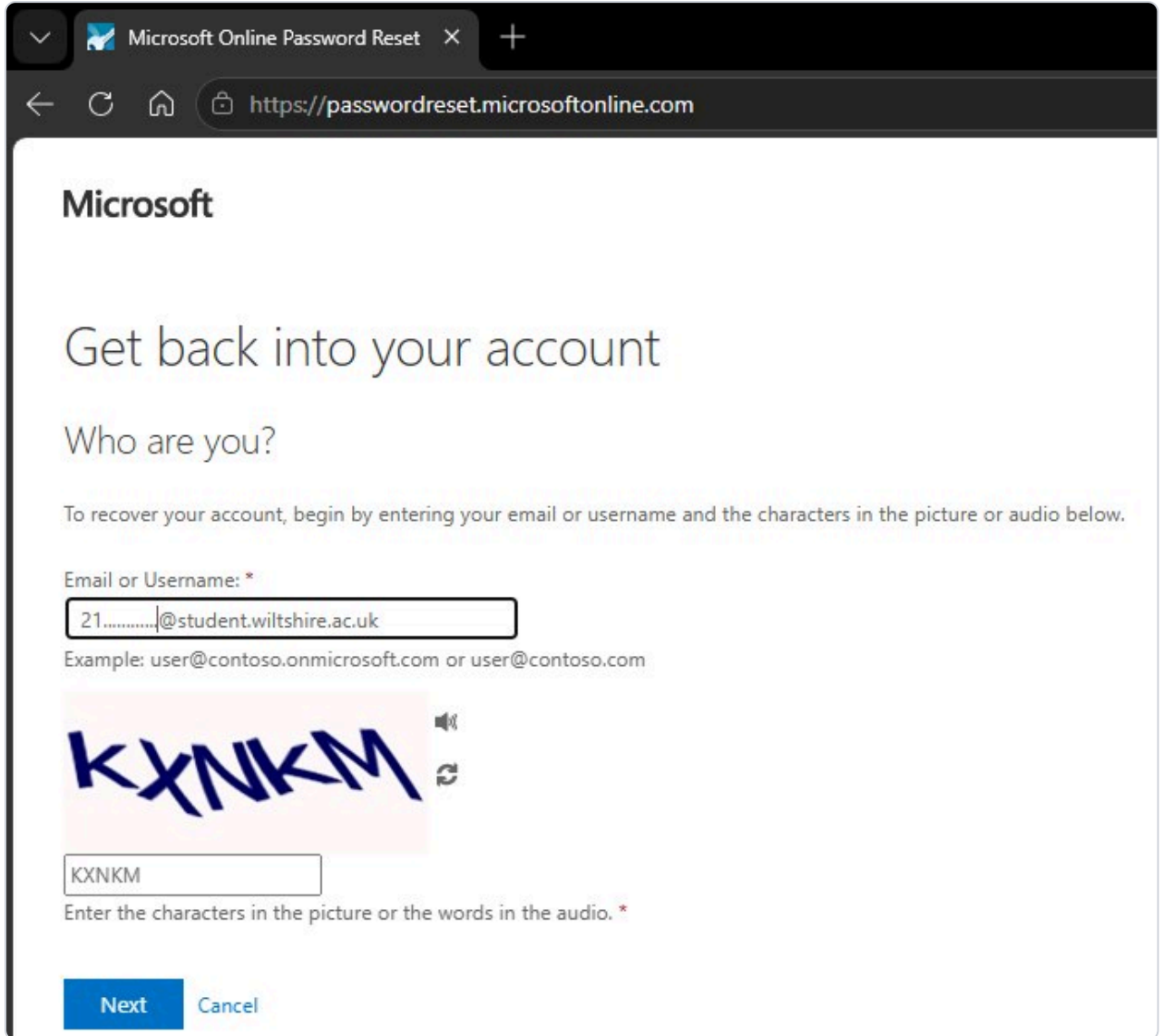
Enter the characters in the picture or the words in the audio. *

[Next](#) [Cancel](#)

2

Enter your details

Type your **College email address**, enter the characters shown in the picture, then select **Next**.



The screenshot shows a web browser window with the title "Microsoft Online Password Reset". The address bar displays "https://passwordreset.microsoftonline.com". The page content includes the Microsoft logo, the heading "Get back into your account", and the question "Who are you?". Below this, a message states: "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There is a text input field labeled "Email or Username: *" containing "21.....@student.wiltshire.ac.uk". Below the field is an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". A security image shows the characters "KXNKM" in a stylized font. To the right of the image is a speaker icon and a refresh icon. Below the image is a text input field containing "KXNKM". A message below the field says: "Enter the characters in the picture or the words in the audio. *". At the bottom are two buttons: "Next" (blue) and "Cancel" (grey).

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: *

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

KXNKM

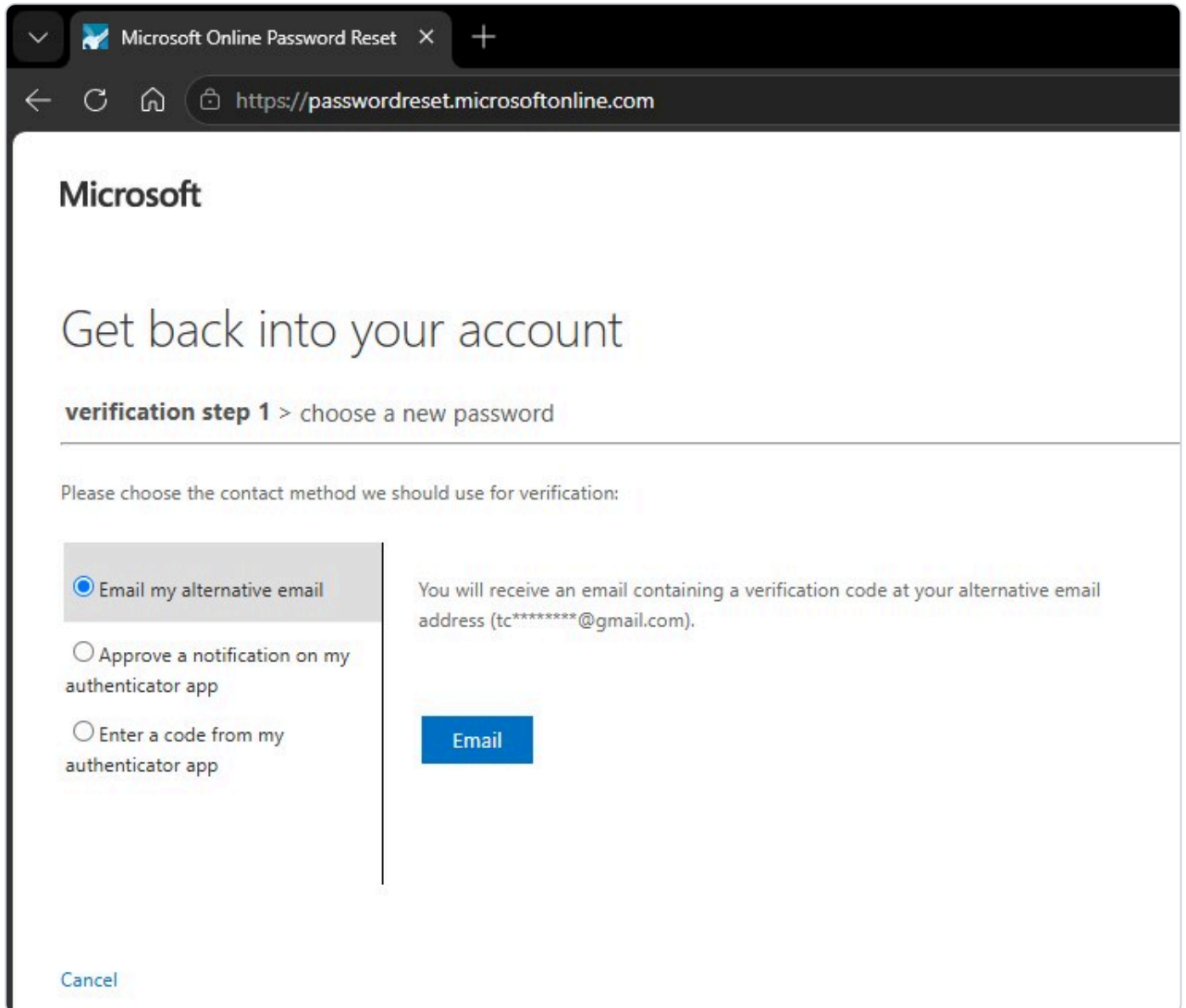
Enter the characters in the picture or the words in the audio. *

Next Cancel

3

Verify it's you

Choose the **Email my alternate email** option. A verification code is sent to your personal email.



The screenshot shows a web browser window with the title "Microsoft Online Password Reset". The address bar displays "https://passwordreset.microsoftonline.com". The page content includes the Microsoft logo, the heading "Get back into your account", and a progress indicator "verification step 1 > choose a new password". Below this, a prompt asks the user to choose a contact method for verification. Three radio button options are listed: "Email my alternative email" (which is selected), "Approve a notification on my authenticator app", and "Enter a code from my authenticator app". To the right of these options, a message states: "You will receive an email containing a verification code at your alternative email address (tc*****@gmail.com).". A blue "Email" button is positioned below this message. At the bottom left of the page, there is a "Cancel" link.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- ☒ Email my alternative email
- ☐ Approve a notification on my authenticator app
- ☐ Enter a code from my authenticator app

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

Email

Cancel

4

Enter your code

Open your personal email, find the verification code, type it into the box and select **Next**.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Email my alternative email

☐ Approve a notification on my authenticator app

☐ Enter a code from my authenticator app

We've sent an email message containing a verification code to your inbox.

Enter your verification code

Next

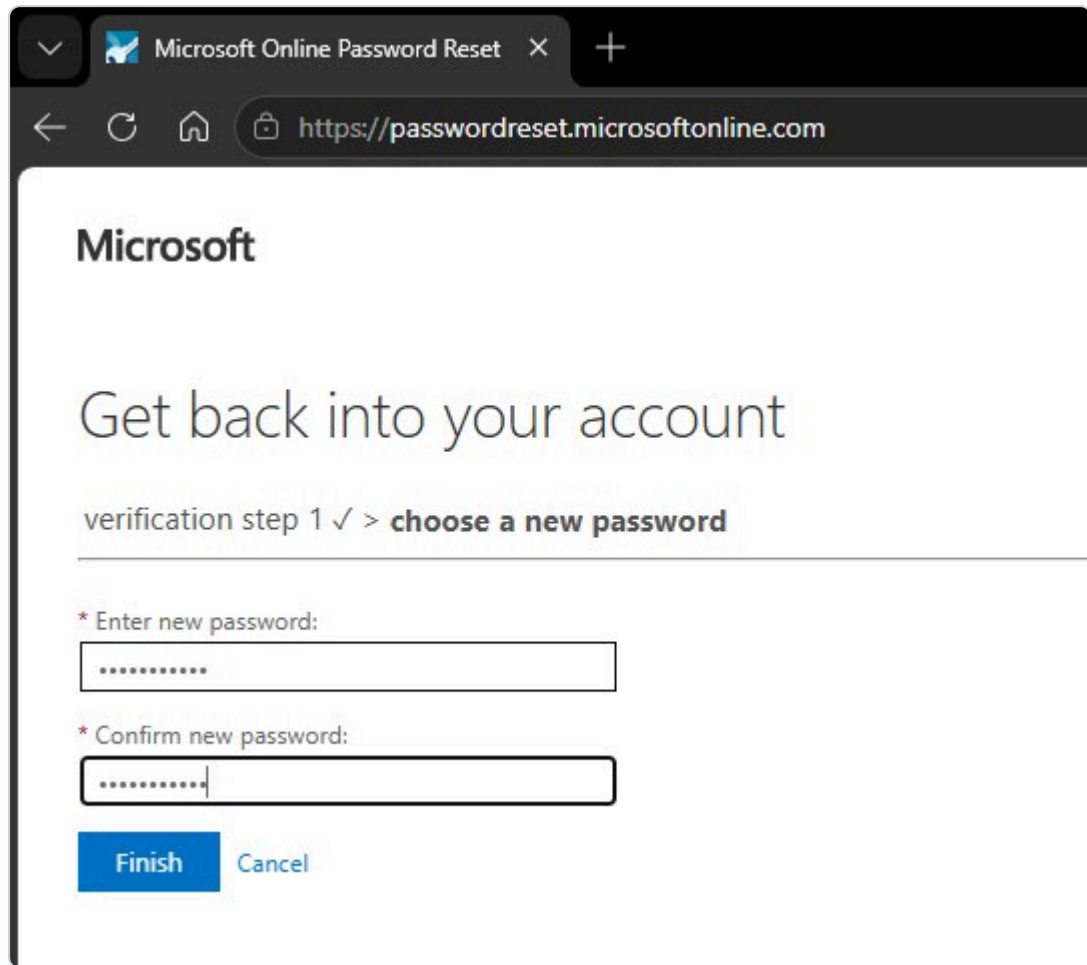
[Are you having a problem?](#)

[Cancel](#)

5

Create your new password

Enter a new password, then enter it again to confirm. Pick something strong that you will remember, then select **Finish**.



The screenshot shows a web browser window with the title 'Microsoft Online Password Reset'. The address bar displays 'https://passwordreset.microsoftonline.com'. The page content includes the Microsoft logo, the heading 'Get back into your account', and a progress indicator 'verification step 1 ✓ > choose a new password'. Below this, there are two password input fields: '* Enter new password:' and '* Confirm new password:'. Both fields contain masked characters (dots). At the bottom, there are two buttons: 'Finish' (highlighted in blue) and 'Cancel'.

Microsoft

Get back into your account

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

* Enter new password:

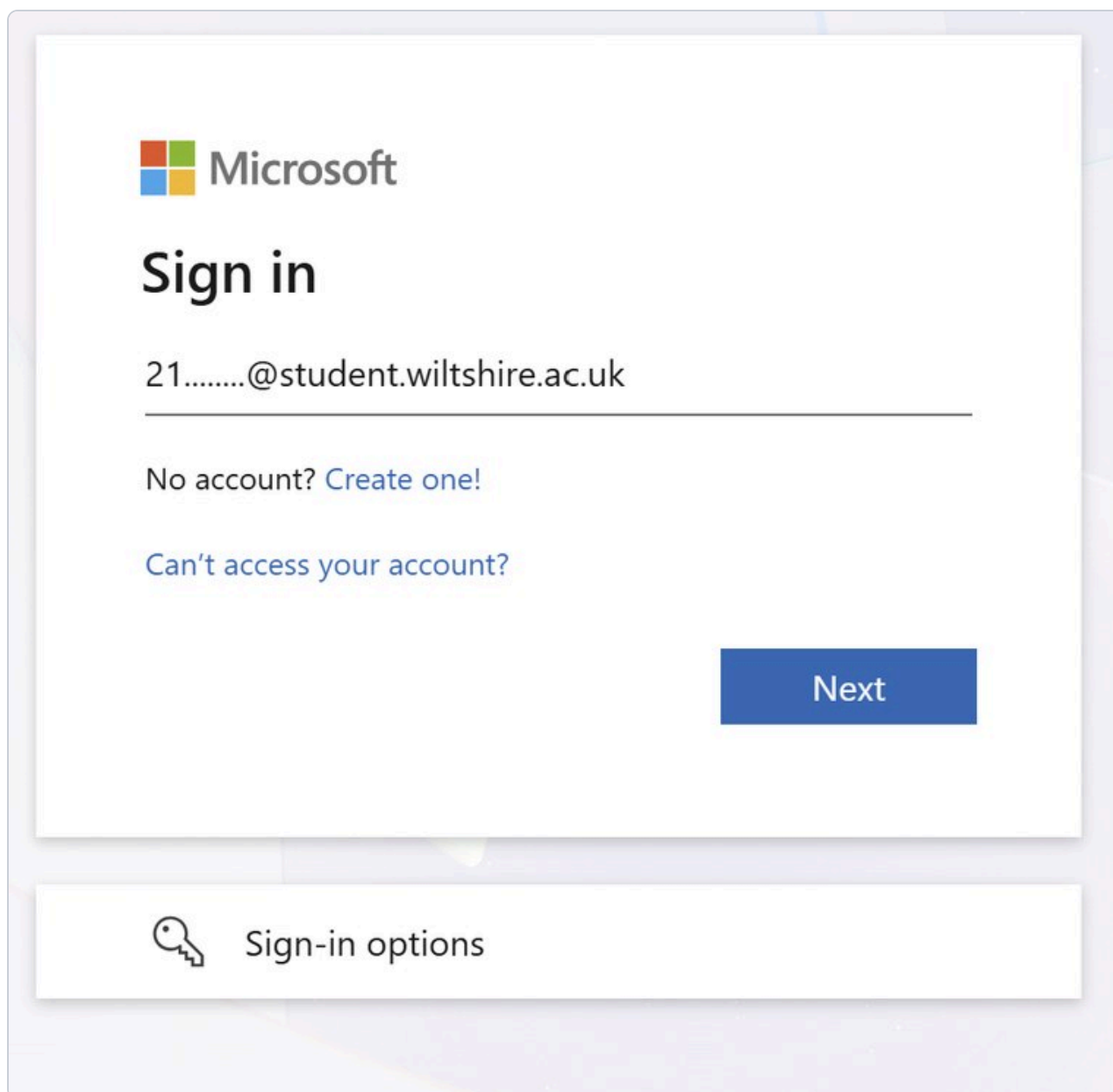
* Confirm new password:

Finish Cancel

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Sign in

Go to office.com and sign in with your College email and your new password.



Microsoft

Sign in

21.....@student.wiltshire.ac.uk

No account? [Create one!](#)

[Can't access your account?](#)

Next

 Sign-in options

Can't reset it this way? Your welcome email includes a temporary password made from your date of birth and a word, in the format [DDMMYYYY-RandomWord](#) (for example, date of birth 1 January 2008 with the word "apple" gives [01012008-apple](#)). Sign in with that at office.com and you'll be asked to change it straight away.

Need help?

Visit a **Digital Advisor** in the Learning Resource Centre (LRC) at your campus, Monday to Friday, 08:30-16:30.

Or email IT Support at ITSupport@wiltshire.ac.uk.

