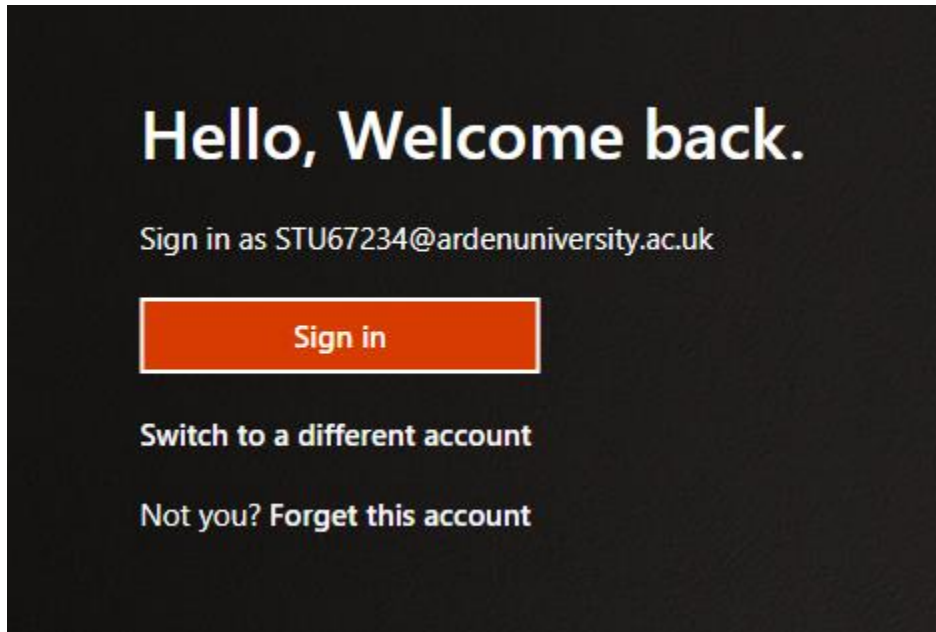


Resetting your Office 365 Account

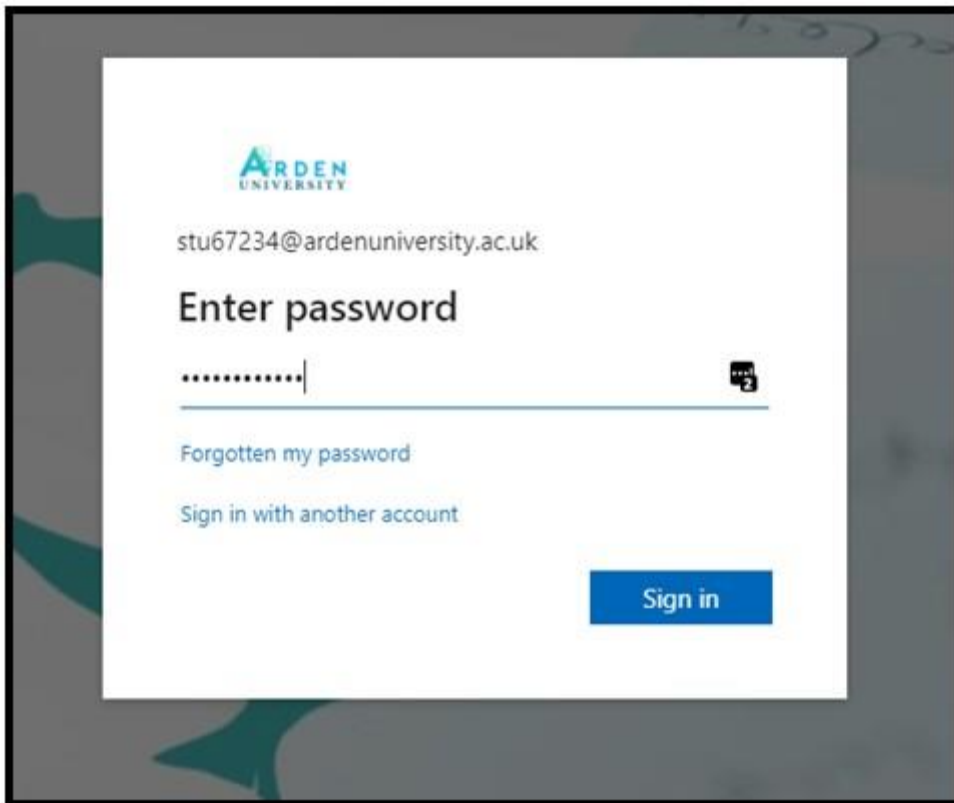
All student O365 accounts (STUxxxx@ardenuniversity.ac.uk) include an **Alternative Email Address** based on the email we hold in our Student Record System (iSystem)

This means that students who are unsure of their O365 login details can reset their password using the O365 password reset process.

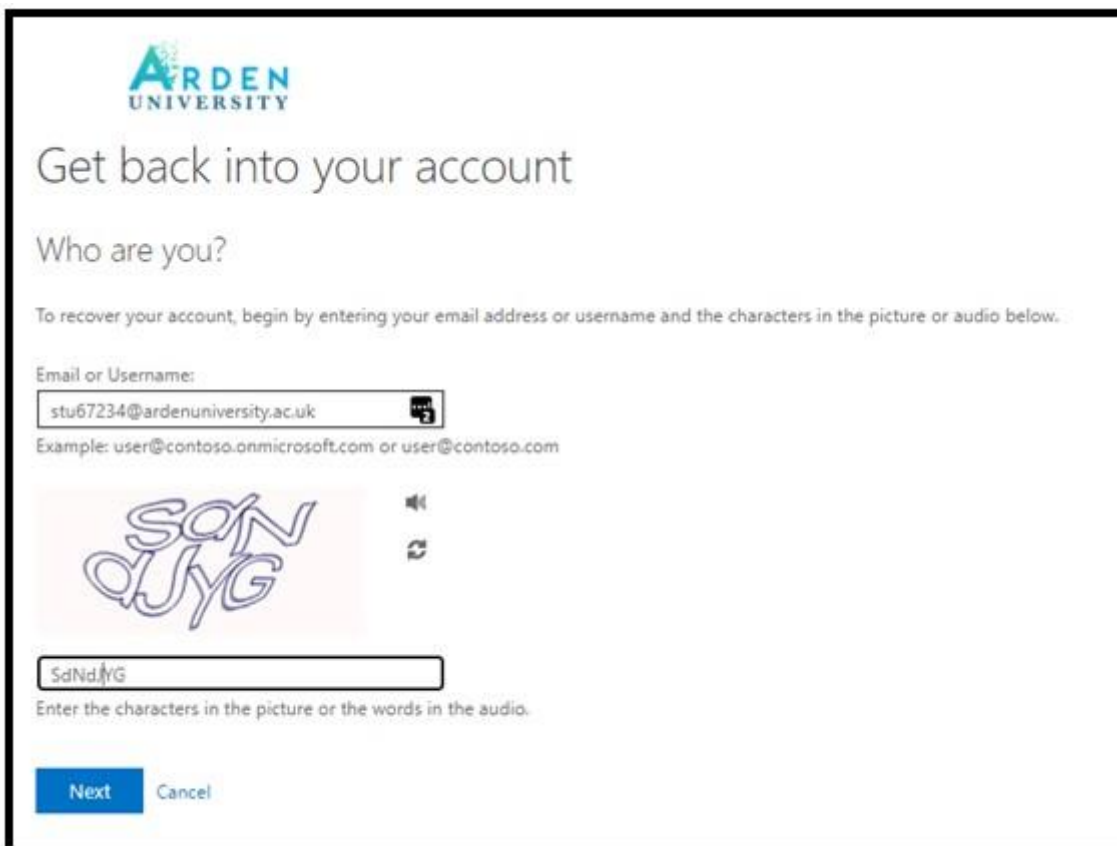
1. Go <https://www.office.com/>
2. Select either "Sign in" or "Switch to different account" if it is using a different email address from the Arden address



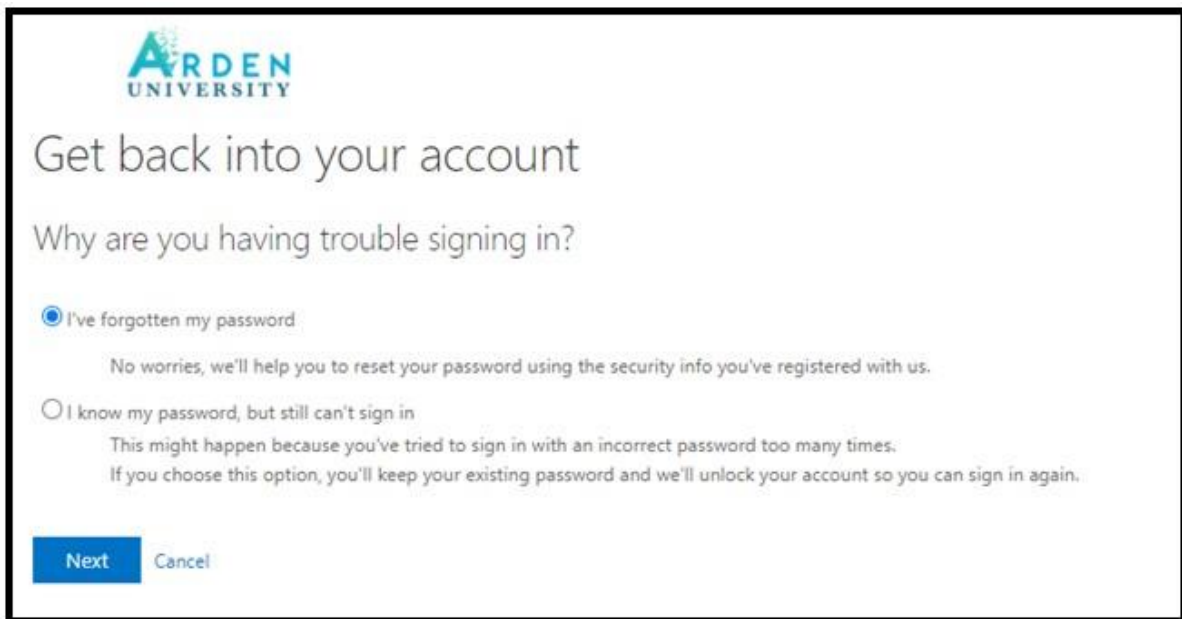
3. Select "Forgotten my password"



4. Enter your Arden email address in the “Get back into your account” Email box (and complete the Captcha code)

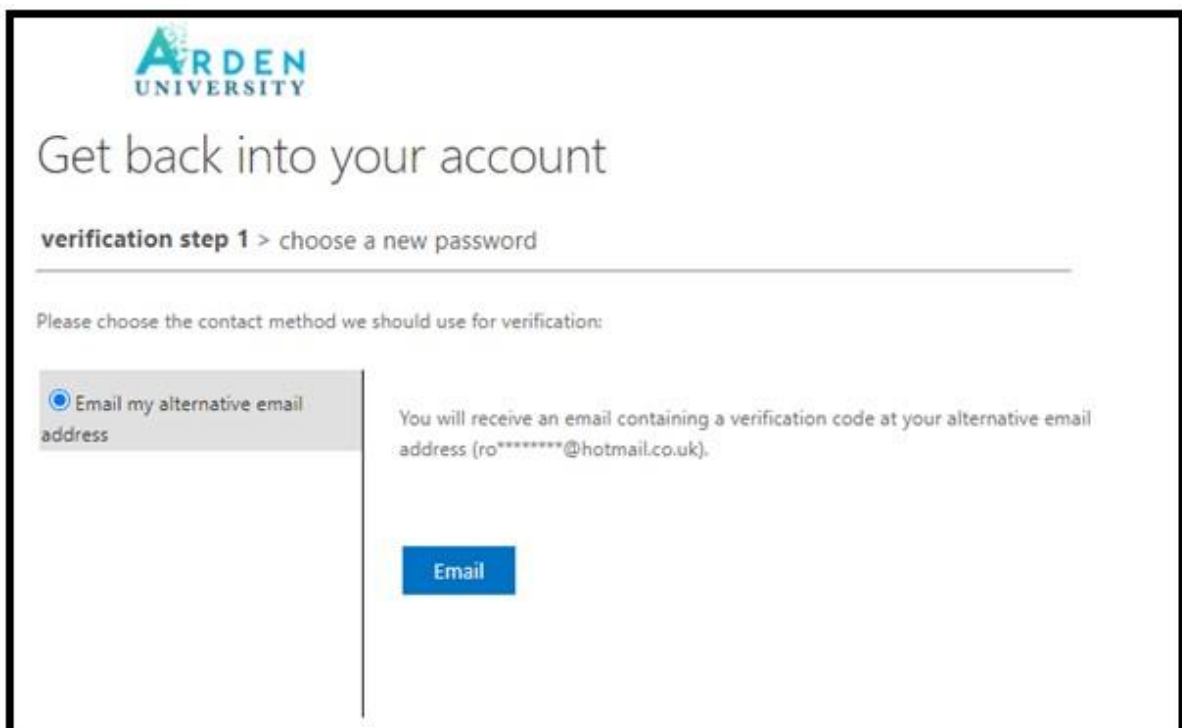


5. Select "I've forgotten my password"



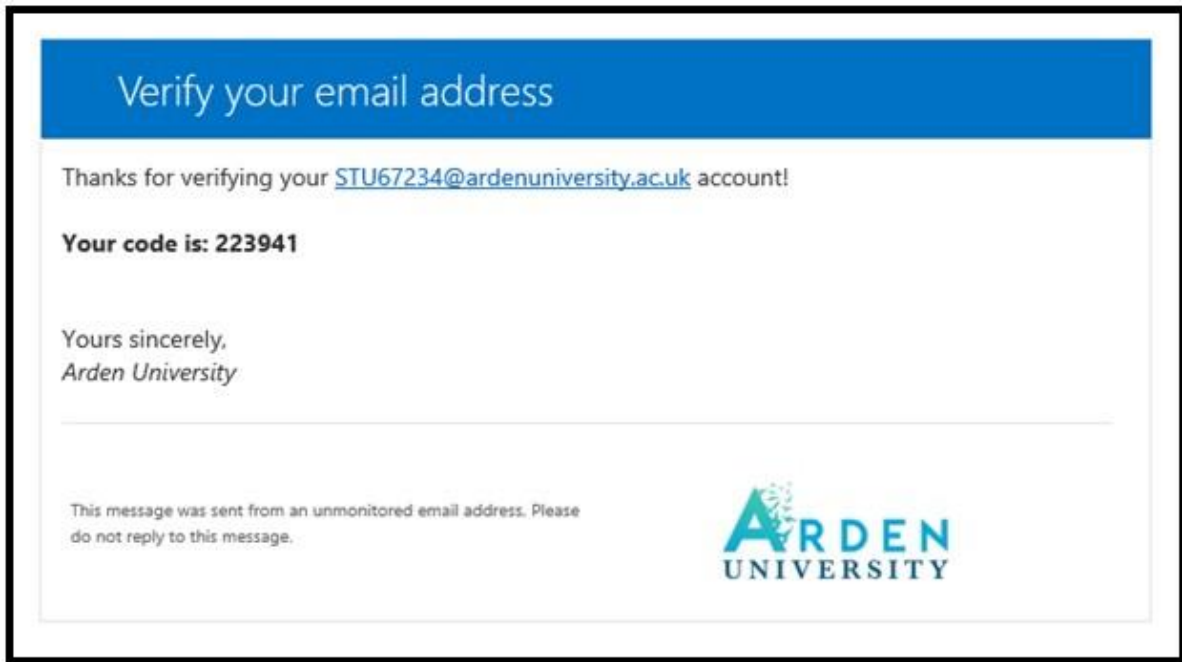
The screenshot shows the Arden University logo at the top left. Below it is the heading "Get back into your account" and the question "Why are you having trouble signing in?". There are two radio button options: "I've forgotten my password" (which is selected) and "I know my password, but still can't sign in". Each option has a short explanatory paragraph below it. At the bottom left, there are two buttons: "Next" and "Cancel".

6. Select preferred method of verification. This should be your personal email address (other options are available if they have been set up before) and select the "Email" button

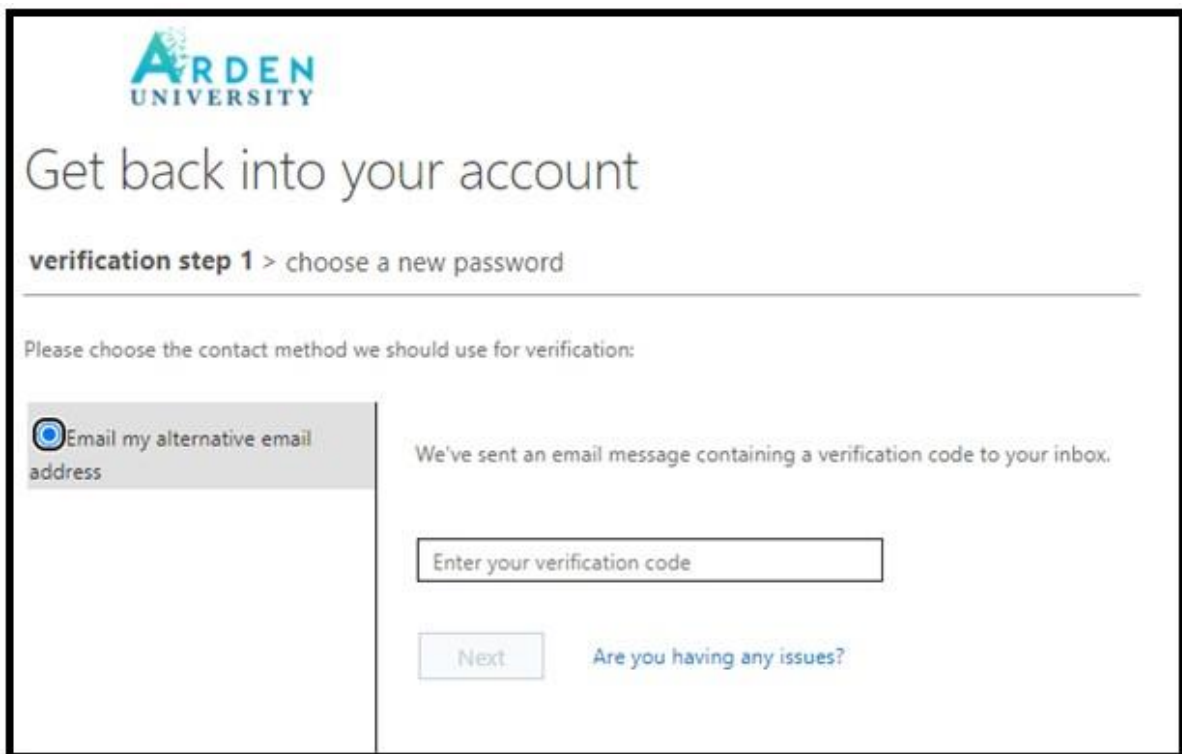


The screenshot shows the Arden University logo at the top left. Below it is the heading "Get back into your account" and the sub-heading "verification step 1 > choose a new password". A horizontal line separates this from the main content. The text "Please choose the contact method we should use for verification:" is followed by a radio button option "Email my alternative email address" which is selected. To the right of this option is a text block: "You will receive an email containing a verification code at your alternative email address (ro*****@hotmail.co.uk).". Below this text is a blue "Email" button.

7. You will receive a verification code to your personal Email address



8. Enter the verification code



9. Enter and confirm your new password and select "Finish"



Get back into your account

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

* Enter new password:

* Confirm new password:

Finish

Cancel



Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

If you require further assistance in accessing your Office 365 account please contact help@arden.ac.uk