HOW TO CHANGE/RESET SU PASSWORD

Please find the instructions given below to "*Change your password*"

Important: The Recommended browser to access SU E-resources is <u>**Firefox**</u>

If the password is expired,

1. Please use this link to update your password, which will re-instate your access to all systems:

    https://weboutlook.staffs.ac.uk/owa/auth/expiredpassword.aspx
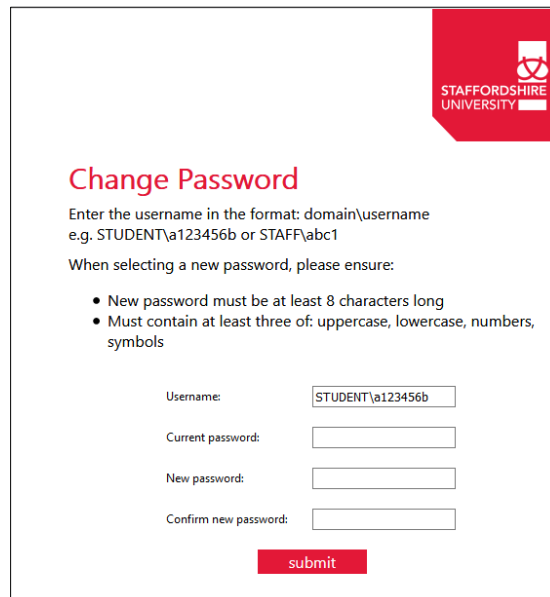
2. Please make sure you enter the username exactly. An example is given below for your reference.

    You must enter your username with STUDENT\ in front of it, in capitals, exactly as shown there.
    Example: STUDENT\f029559h

3. The "Current password" is your usual password (This may be your date of birth in format DDMMYY if you have not changed it).

4. Your "New password" must be at **least** 8 characters long, and **must** contain:

    - Lowercase letters.
    - Uppercase letters.
    - A number.

Use the following steps to access Azure AD Self-Service Password Reset (SSPR) and get back into your account.
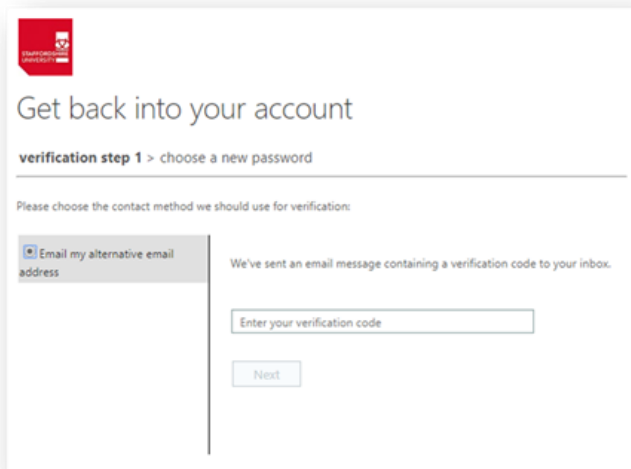
1. From any Office 365 **Sign-in** page, select the **Forgotten my password** link or got directly to the Password reset page which is www.staffs.ac.uk/sspr
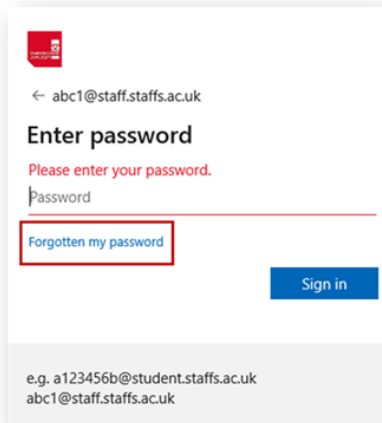
2. Please delete the address that is shown as the page will pick up your PC login account. This will not work with your personal address or local college address.

3. Enter your University **User ID, this will be in the format** v031573h@student.staffs.ac.uk

4. prove you aren't a robot by entering the characters you see on the screen, and then select **Next**.
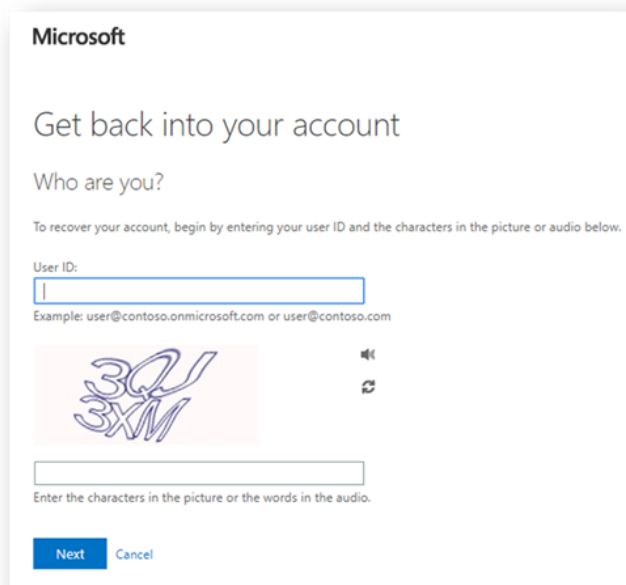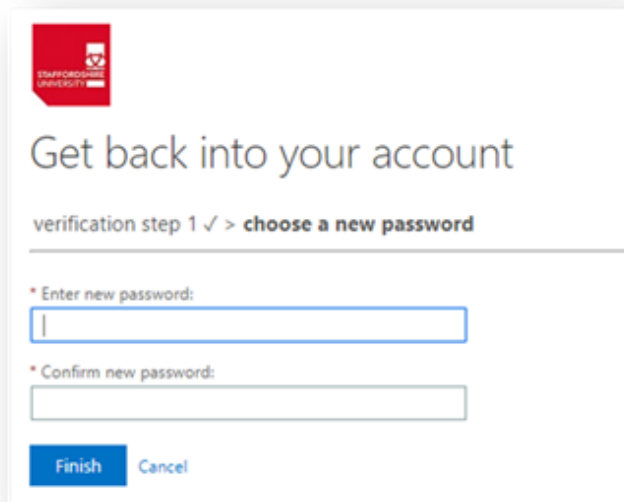
5. Choose an authentication method, provide the correct responses, and then select **Next**

6. On the **Choose a new password** page, enter a new password, confirm your password, and then select **Finish**


Your new password must meet our minimum-security requirements:

- Must be at least 8 characters long.
- 3 different character types – e.g. uppercase, lowercase, number, special character such as *!$#, etc.
- Not a password you have used before.
- Must not contain your name, date of birth, or username.

7. When you see the message, **Your password has been reset**, you can sign in with your new password
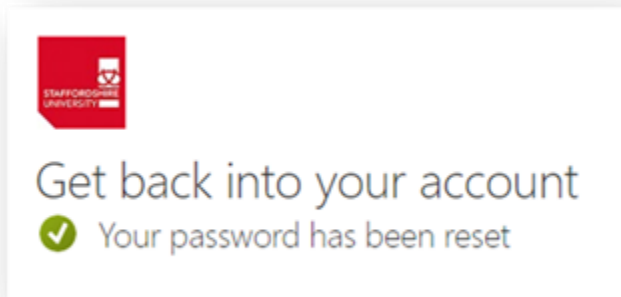
If you are still struggling to log in please email 3800@staffs.ac.uk and include a screenshot showing any error message you get when you try to log in as well as explaining what steps you have taken to try to log in and reset your password.

If you need any clarification please write to library@apiit.lk or call +94-11-7672127-129, +94-11-7675214-215

Thank you!