Self-Service Password Reset Tool for Students

We have introduced a new Self-Service Password Reset tool which enables you to reset your Moodle, IT Account and E-Mail account passwords online using an authentication method associated to your email account. The intention is to improve student experience. The tool becomes available from Wednesday 22 April 2020. The next time you log into your email account you will be prompted to activate the tool.

Activating Self-Service Password Reset Tool

In order to activate this Self-Service tool for your account, please do the following;

[Before you begin; please note that your account requires an active password to activate this tool – if your password has expired, contact the Moodle helpdesk to have it reset – send your Student ID number to moodle-helpdesk@capel.ac.uk. Once you have an active password, proceed with the instructions below]

1. In a web browser, visit the following URL to access your email account: email.capel.ac.uk
2. Log in using your email address account (studentid@student.capel.ac.uk)
3. The ‘More Information required’ page is the start of the activation process, select next.

4. **Authentication Method** selection – you will need to configure at least one method and then select the Finish button – explained below;
4.1 The ‘Security Questions’ method’ requires you to answer questions which the system will refer back to later when actioning a password reset – it is important to input answers that you will remember.

4.2 The ‘Authentication Email’ method’ requires a recovery email address to which a code will be sent to, the code will be needed to action password resets – you will need access to this email address.
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Actioning a password reset

Once the tool has become available and you have activated your account – you can access the Self-Service Password Reset tool by using the link on Moodle to action a password reset.

1. Input your email address (studentid@student.capel.ac.uk) in “User ID” and input security characters displayed in the image.
2. If you selected the **Security Questions** method during the activation stage, you will need to input three of the security question answers to authenticate.

2.1. Once you have authenticated with the security questions, input your new password.

*The password you set here will apply to the following; Moodle, Email Account and IT Account.*
3. If you selected the **Authentication Email** method, select the “Email button” and sign into the email address you provided during activation process to acquire the code.

3.1 Input activation code sent to alternative email address.
3.2 Once you have authenticated with the Authenticated Email, input your new password.

The password you set here will apply to the following: Moodle, Email Account and IT Account.

For assistance contact Jed Keenan on the moodle-helpdesk@capel.ac.uk