

# Capel Manor College

## Self-Service Password Reset Tool for Students

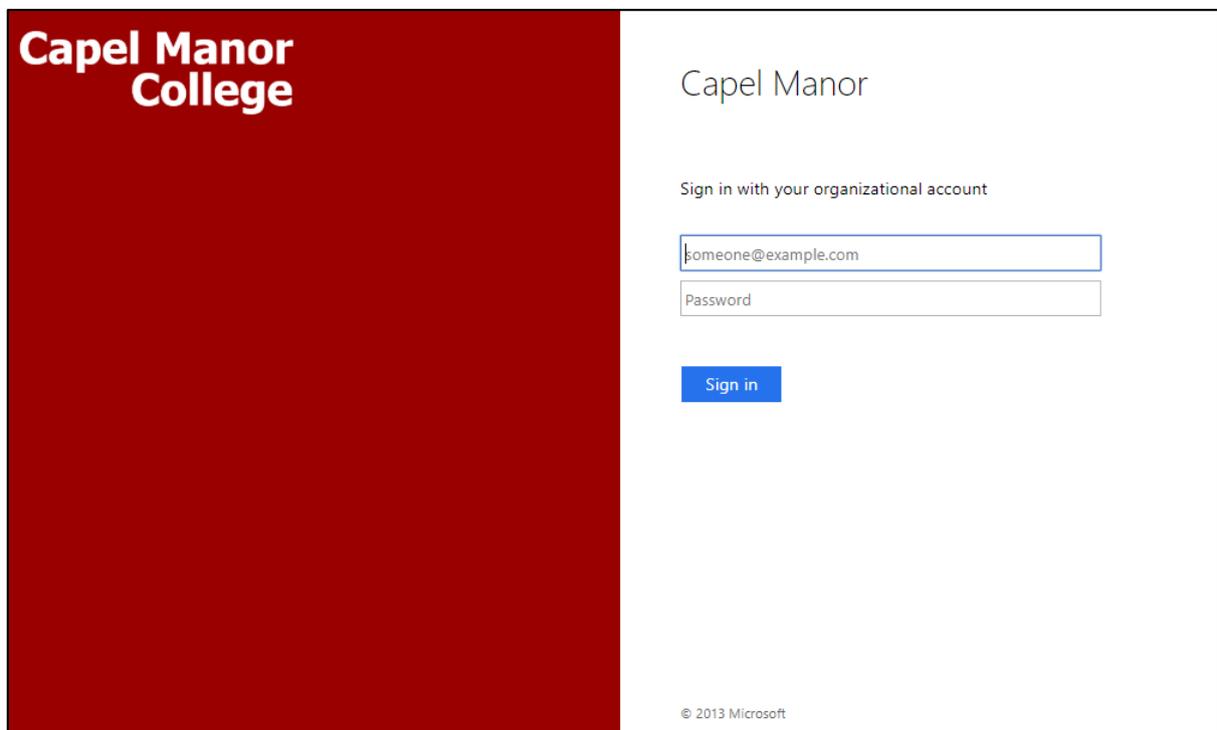
We have introduced a new Self-Service Password Reset tool which enables you to reset your Moodle, IT Account and E-Mail account passwords online using an authentication method associated to your email account. The intention is to improve student experience. The tool becomes available from Wednesday 22 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](mailto: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](mailto:email.capel.ac.uk)
2. Log in using your email address account ([studentid@student.capel.ac.uk](mailto:studentid@student.capel.ac.uk))



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Sign in with your organizational account

someone@example.com

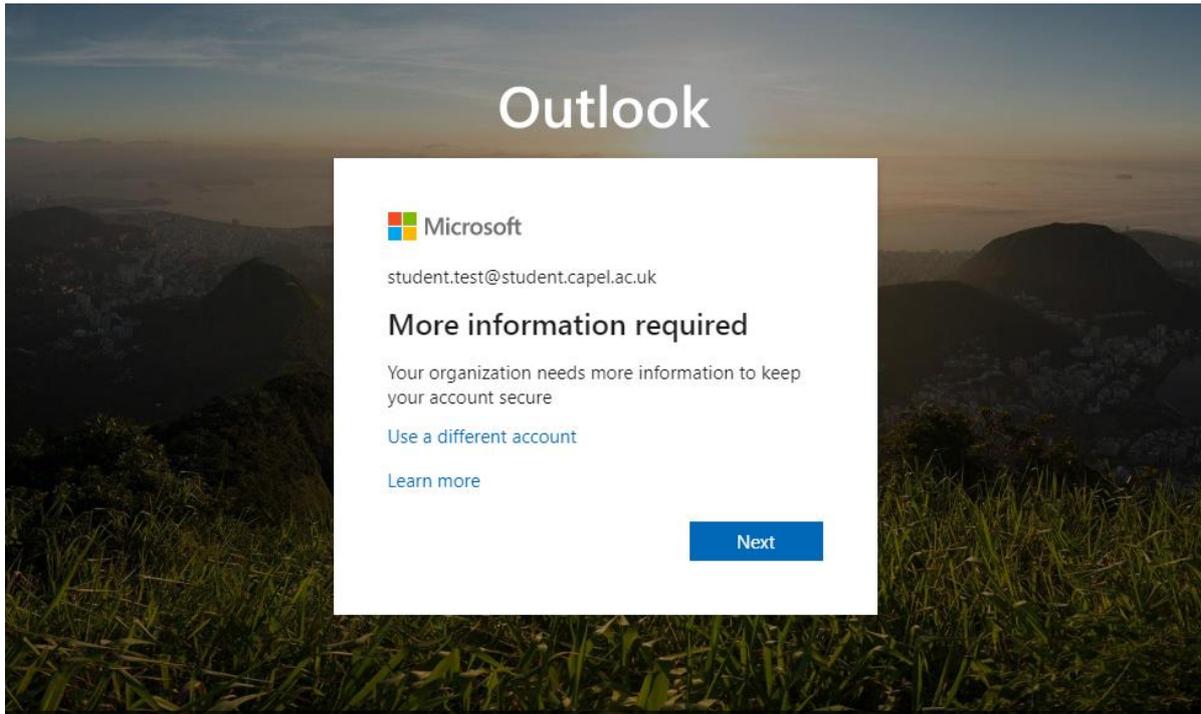
Password

Sign in

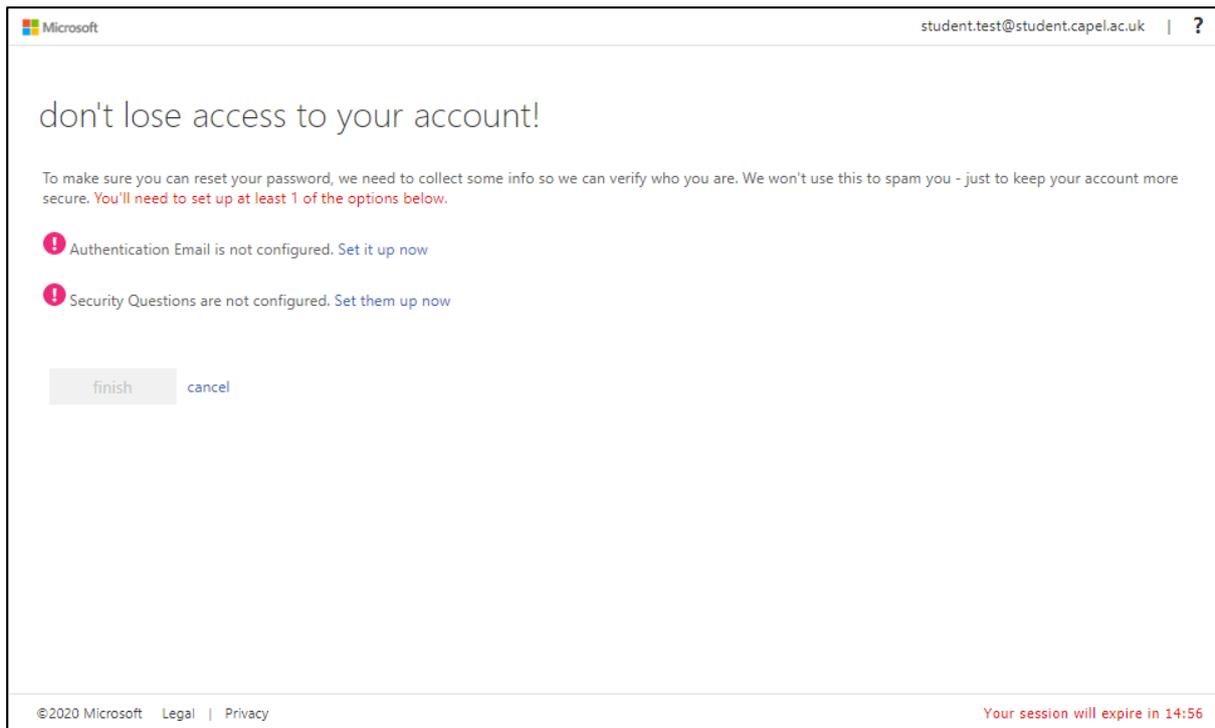
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3. The 'More Information required' page is the start of the activation process, select next.



4. **Authentication Method** selection – you will need to configure at least one method and then select the Finish button – explained below;



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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.

The screenshot shows a Microsoft account setup page titled "don't lose access to your account!". The page instructs the user to select questions to answer, noting that the admin requires 5 questions and answers must be at least 3 characters long. The "Security question 1" dropdown menu is open, displaying a list of 14 questions. Below the dropdown, there are three more question sets: "Security question 4" and "Security question 5", each with a dropdown menu and a text input field. Red exclamation mark icons are visible next to the dropdown menus and text input fields, indicating that the questions have not yet been answered.

Microsoft student.test@student.capel.ac.uk | ?

don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.

Security question 1

In what city was your mother born?  
What is your favorite food?  
What is your mother's middle name?  
What is your oldest sibling's birthday month and year? (e.g. November 1985)  
What was the last name of your favorite grade school teacher?  
What was the name of the first school you attended?  
What was the name of the hospital in which you were born?  
What was the name of your childhood hero?  
What was the name of your first pet?  
What was your childhood nickname?  
What was your favorite sport in high school?  
What was your first job?  
When you were young, what did you want to be when you grew up?

Security question 4

Security question 5

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.

The screenshot shows a Microsoft account setup page titled "don't lose access to your account!". The page instructs the user to verify their authentication email address, noting that they should not use their primary work or school email. The "Authentication Email" section contains a text input field with the placeholder text "Enter your authentication email address". Below the input field are two buttons: "email me" and "back". The "back" button is highlighted in blue. At the bottom of the page, there is a footer with copyright information and a session expiration notice.

Microsoft student.test@student.capel.ac.uk | ?

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

Enter your authentication email address

email me

back

©2020 Microsoft Legal | Privacy Your session will expire in 14:50

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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](mailto:studentid@student.capel.ac.uk)) in “User ID” and input security characters displayed in the image.

**Microsoft**

## Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

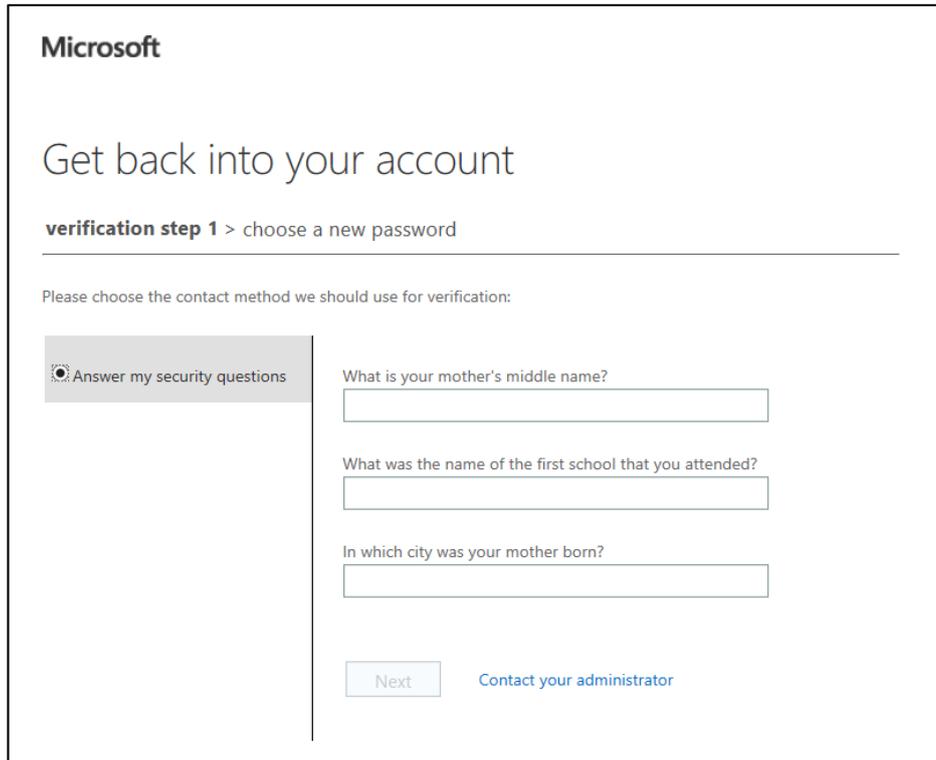
Example: user@contoso.onmicrosoft.com or user@contoso.com



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

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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.



**Microsoft**

## Get back into your account

verification step 1 > choose a new password

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Please choose the contact method we should use for verification:

Answer my security questions

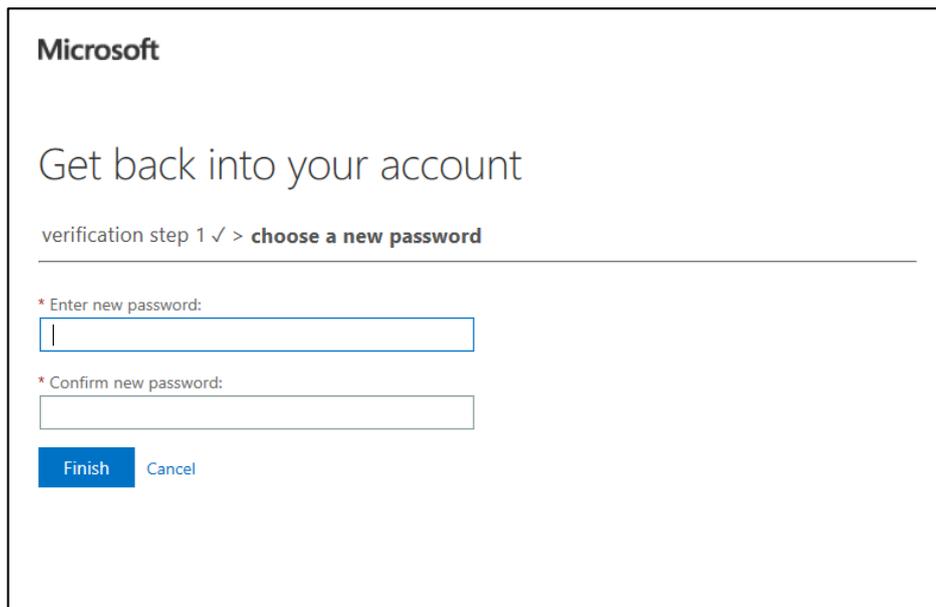
What is your mother's middle name?

What was the name of the first school that you attended?

In which city was your mother born?

[Contact your administrator](#)

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



**Microsoft**

## Get back into your account

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

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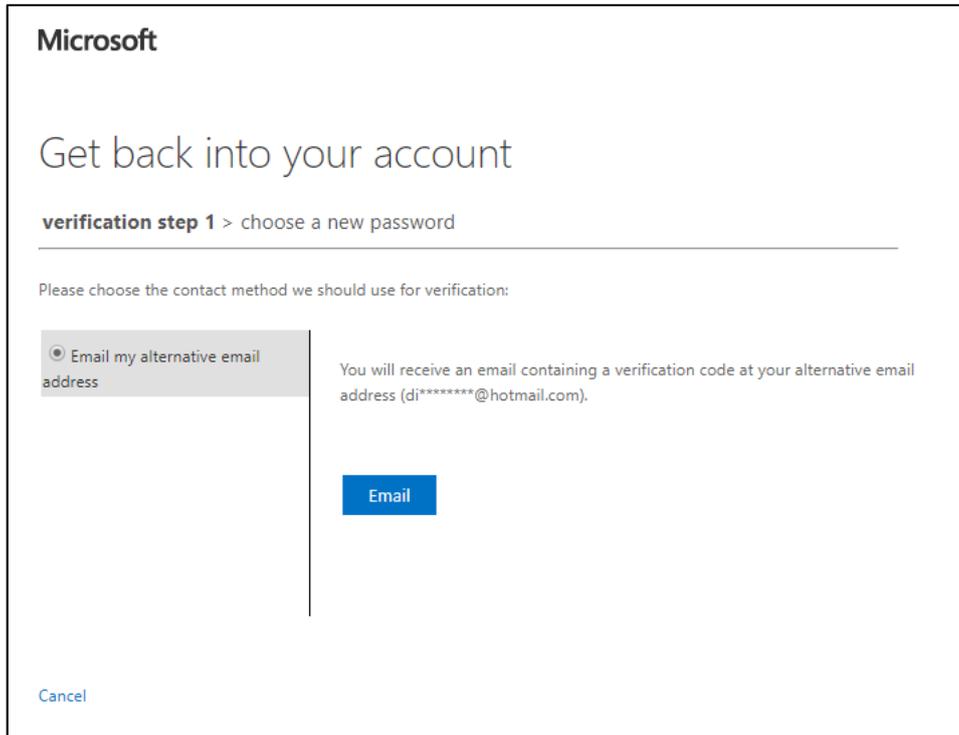
\* Enter new password:

\* Confirm new password:

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

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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.



**Microsoft**

## Get back into your account

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

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Please choose the contact method we should use for verification:

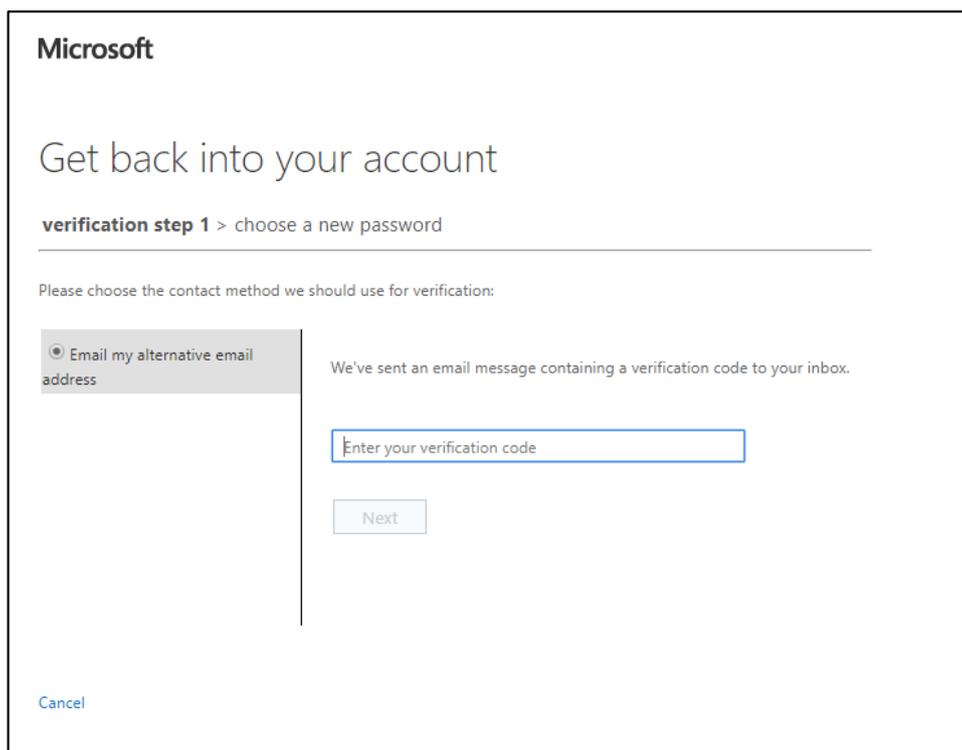
Email my alternative email address

You will receive an email containing a verification code at your alternative email address (di\*\*\*\*\*@hotmail.com).

**Email**

Cancel

- 3.1 Input activation code sent to alternative email address.



**Microsoft**

## Get back into your account

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

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Please choose the contact method we should use for verification:

Email my alternative email address

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

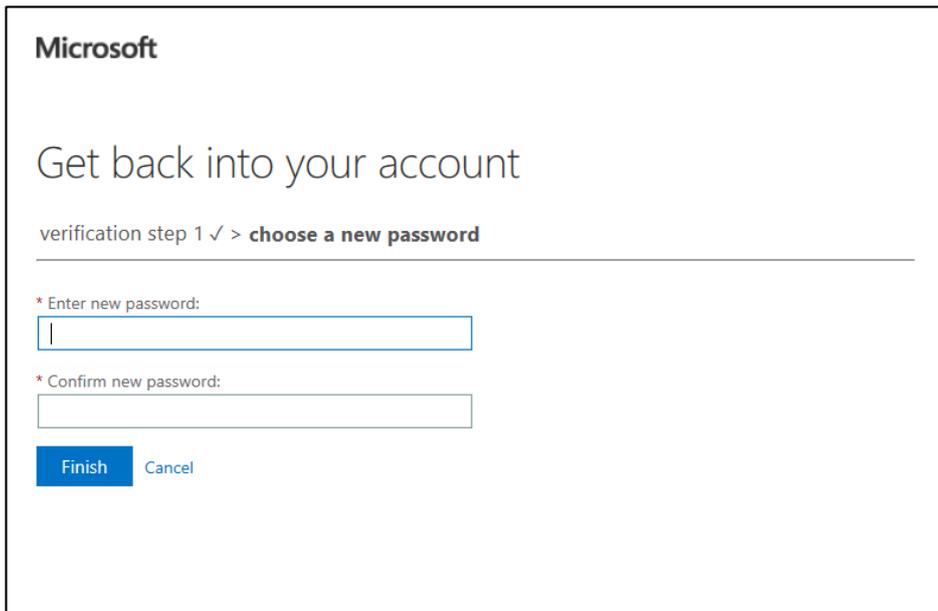
Enter your verification code

**Next**

Cancel

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3.2 Once you have authenticated with the Authenticated Email, input your new password.

A screenshot of a Microsoft account recovery page. At the top left is the Microsoft logo. Below it is the heading "Get back into your account". Underneath is a progress indicator "verification step 1 ✓ > choose a new password". A horizontal line separates this from the input fields. There are two input fields: the first is labeled "\* Enter new password:" and the second is labeled "\* Confirm new password:". At the bottom left are two buttons: "Finish" (in blue) and "Cancel" (in grey).

*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](mailto:moodle-helpdesk@capel.ac.uk)