Northampton College | ICT Helpdesk

Internet required | Phone required | Computer optional | Self-Service Guide

Reset your password guide

Important information before continuing:

If this is your first time signing in, this process will not work.
If you are student and have never signed in before, your password will be your date of birth and your postcode in captials, in the format DDMMYYYYNN33RF.

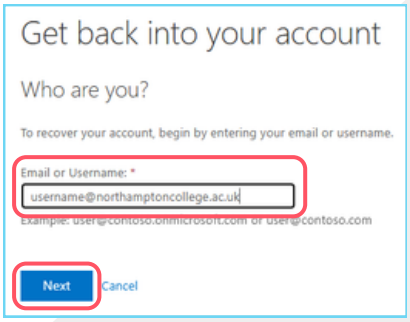
1. Open the password reset website online:

   Scan the QR code to open the website in your phone's web app.

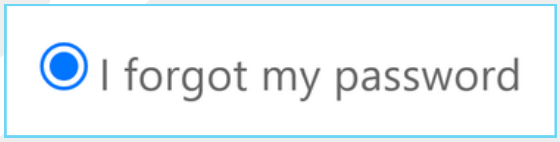
   or

   Go to the website 'https://aka.ms/sspr'.

2. In the website, enter your college email address and click **Next**.



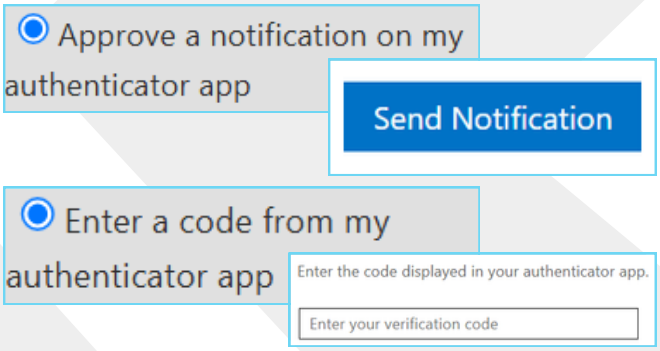
3. On the following screen, click **I forgot my password**.



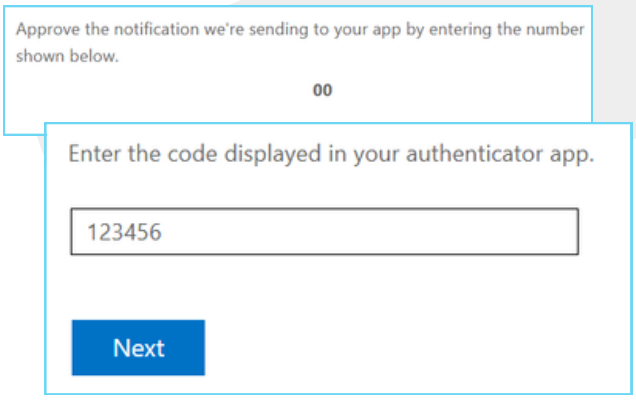
4. On the next screen, choose the option **Approve a notification on my authenticator app**, then **Send Notification**.

   or

   If you do not have an internet connection on your phone, choose the option **Enter a code from my authenticator app**.

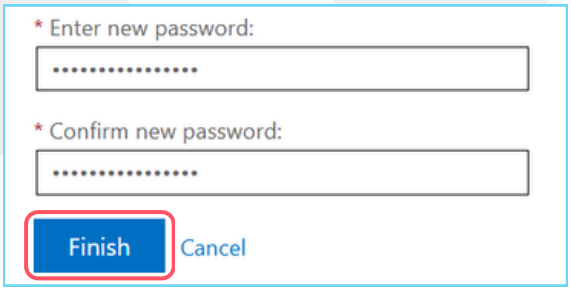


5. Confirm your chosen authentication method in the following screen, using the password reset tool and your authenticator app.



If your authenticator app does not have your college account setup in it, contact the Helpdesk using the details below.

6. In the two boxes that appear, enter your new password and click **Finish**.



At Northampton College, passwords must be at least 12 characters long and include at least 3 of the following:

- An Uppercase Letter
- A Lowercase Letter
- A Number
- A Special Character

Passwords cannot include your name or blank spaces.

For more support contact: helpdesk@northamptoncollege.ac.uk or 01604 734216.