

Unlock your account and change your multifactor authenticator device

Go the My Sign-ins and Password Reset Portal to modify your account's security settings.

To update your account's Multifactor Authenticator device, change your account password or unlock your account after an unsuccessful sign in, follow the steps below:



solo.to/nc-ict

Setup your new device for multifactor authentication:

1. Scan the QR code and select '**Sign-ins Portal**' or go to aka.ms/mysecurity. Sign in with your college details.

2. Authentication will be required. Use the currently setup device to confirm MFA.

If you no longer have access to your current MFA device, contact the Helpdesk.

3. In the following window, identify your old device, by matching the name found alongside the security method, to the one found in your device's settings.

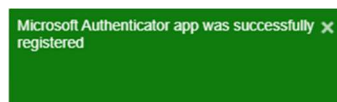
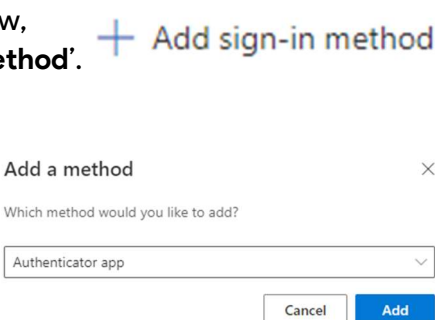
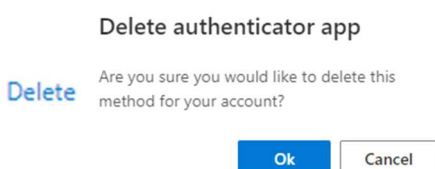
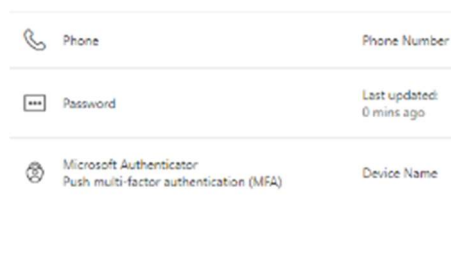
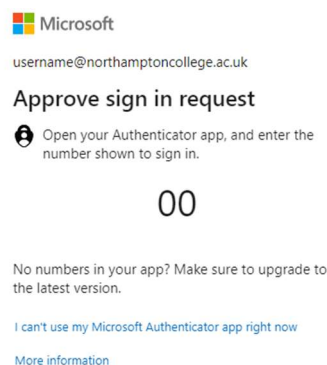
4. On the row with your old device, select '**Delete**' and select '**Ok**' to confirm deletion.

5. In the original window, select '**Add sign-in method**'.

6. In the drop-down menu select '**Authenticator app**' then select '**Add**'.

7. Setup your new MFA device. Once the setup is completed, a confirmation box will appear in the top right.

To ensure functionality, always setup your new device for MFA before removing your old device.



Unlock and reset your account password:

1. Scan the QR code and select '**Account Unlock & Password Reset**' or go to aka.ms/sspr.

2. Enter your Northampton College email address and the characters displayed.

3. On the following screen, to reset your password select '**I forgot my password**' to unlock your account select '**I know my password, but still can't sign in**'.

4. Use your preferred authentication method to verify.

5. Your account will now be unlocked. To continue resetting your password, enter a new password in the following boxes and select '**Finish**'.

Password Requirements:

Passwords need be at least 12 characters long and include at least 3 of following:

- An Uppercase Letter
- A Lowercase Letter
- A Number
- A Special Character (for example @, !, \$, etc)

To prevent future account lockouts, sign in correctly within three attempts.

Get back into your account

Who are you?

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

Email or Username: *
username@northamptoncollege.ac.uk
Example: user@contoso.onmicrosoft.com or user@contoso.com



Next Cancel

Why are you having trouble signing in?

- ☐ I forgot my password
No worries, we'll help you to reset your password using the security info you registered with us.
- ☒ I know my password, but still can't sign in
This might happen because you tried signing in with an incorrect password too many times. If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

verification step 1 > Selected option

Please choose the contact method we should use for verification:

- ☒ Approve a notification on my authenticator app
- ☐ Enter a code from my authenticator app

Send a notification to your authenticator app on your mobile device.

Send Notification

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish Cancel