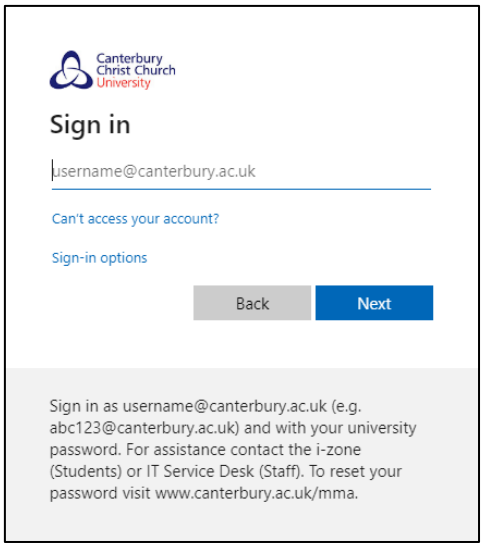
Self-Service Password Reset

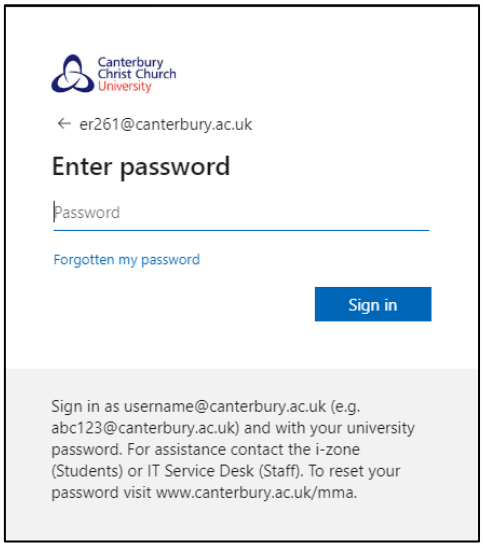
How to login to University systems

If you remember your username and password, then you should login to University systems using username@canterbury.ac.uk (e.g. ab123@canterbury.ac.uk), followed by your usual University password.

Step 1



Step 2



Step 3

On successful sign-in, you will be taken to whichever application you were trying to access.

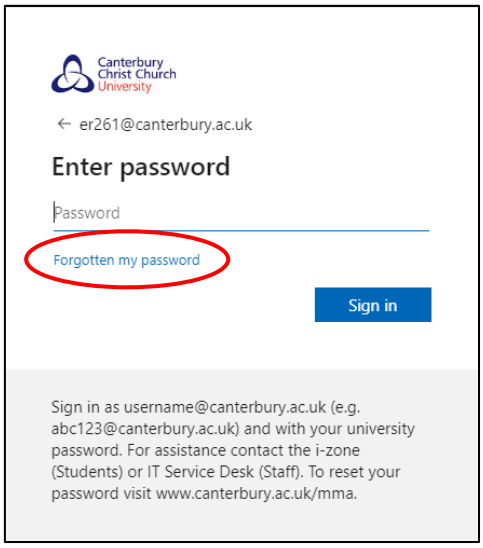
If you have forgotten your password…

- If you have forgotten your password and have already added your account recovery details, please follow the steps below.

- If you have forgotten your password and have **NOT** previously added account recovery details, you will need to contact the i-Zone (students) or IT Service Desk (staff) to reset your password. You will then need to add your recovery information in order to continue. You can then use the 'forgotten password' process described below.

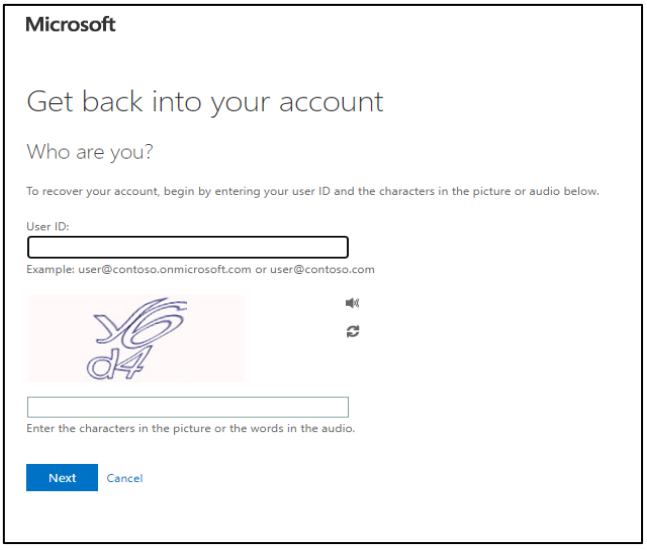
Step 1

On the Enter password screen, click 'Forgotten my password':



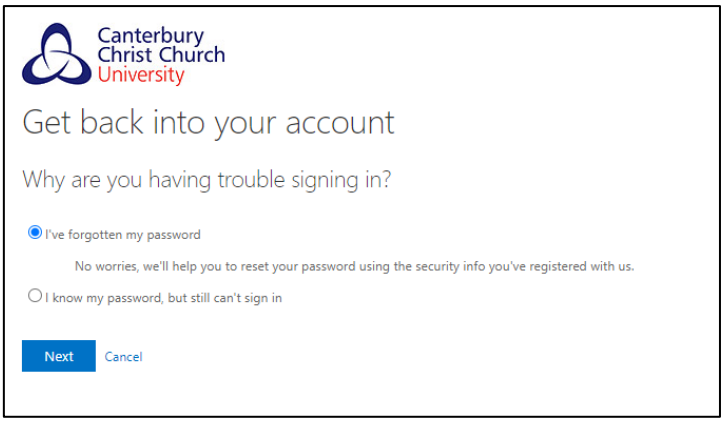
Step 2

You will then be asked to verify who you are:



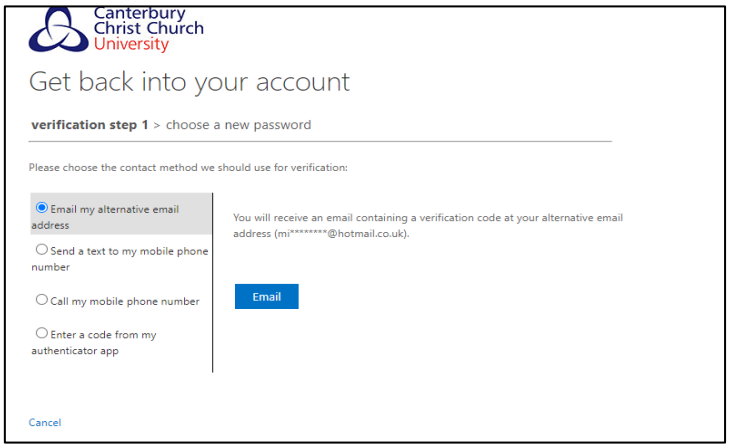
Step 3

Select 'I've forgotten my password':



Step 4

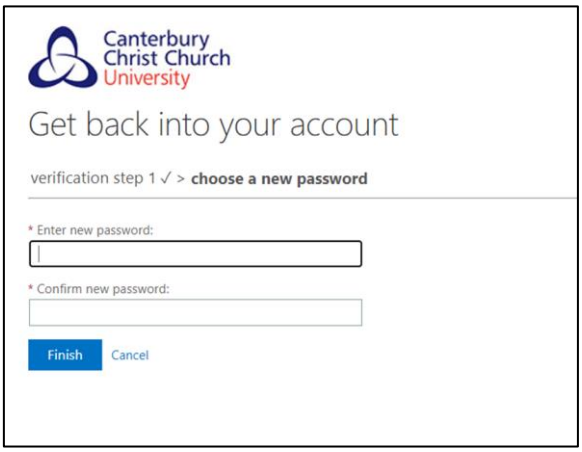
Select your chosen method of verification:



You will then receive a code sent to your chosen method of verification (email / mobile / app).

Step 5

Once you have input your verification code, you can enter a new account password:



If your account is locked…

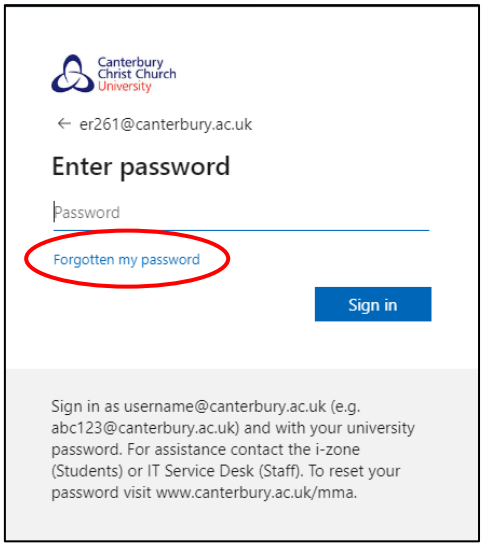
If your login details are correct, and you still can't access your account, then it may be that your account is locked.

- If you have already set up your account recovery information, please follow the steps described below.

- If your account is locked and you have **NOT** previously added account recovery details, you will need to contact the i-Zone (students) or IT Service Desk (staff) to reset your account. You will then need to add your recovery information in order to continue. You can then follow the process described below.

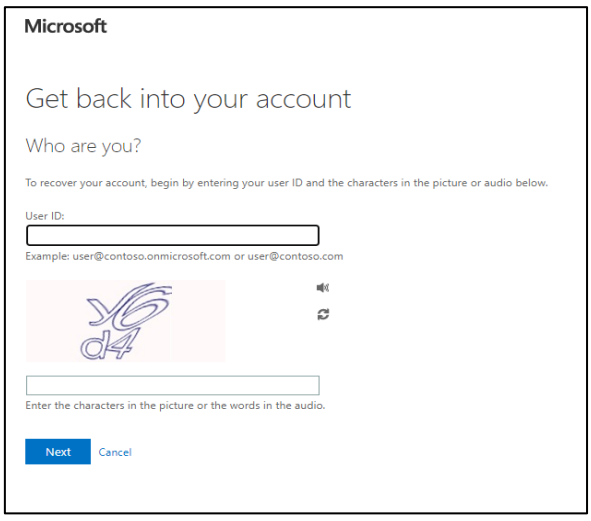
Step 1

On the Enter password screen, click 'Forgotten my password':



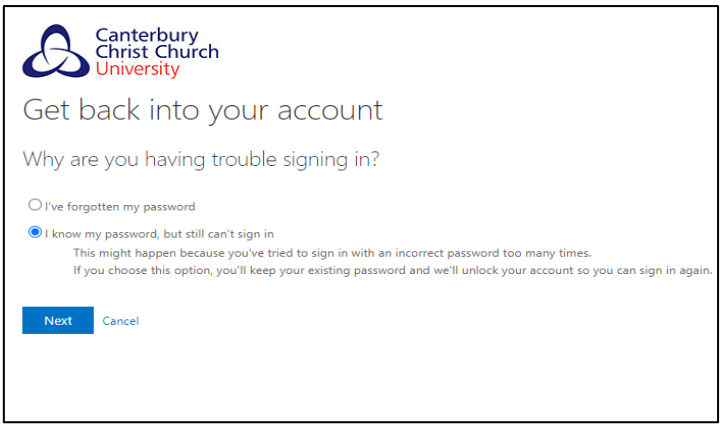
Step 2

You will then be asked to verify who you are:



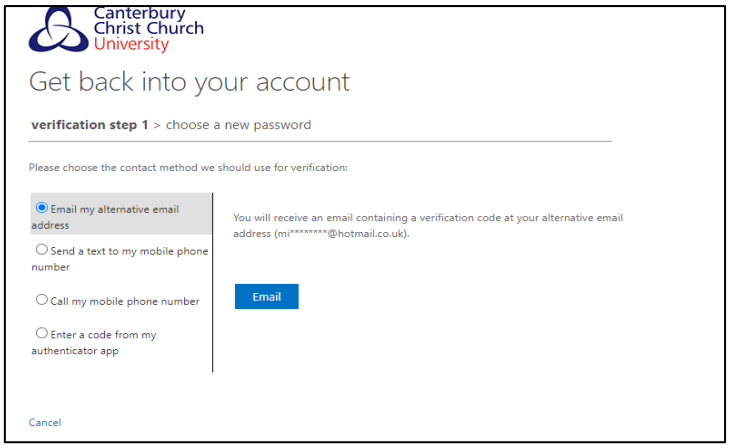
Step 3

Select the 'I know my password, but still can't sign in':

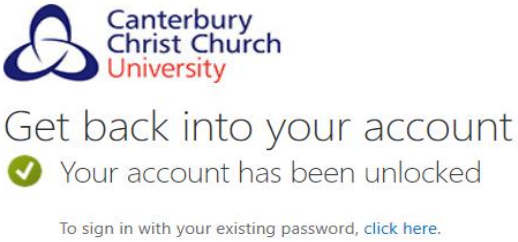


Step 4

Select your chosen method of verification:



You will then receive a code sent to your chosen method of verification (email / mobile / app).

Step 5

Once you have completed these steps, you should receive a message to say your account has been unlocked: