

How do I register for password recovery options?

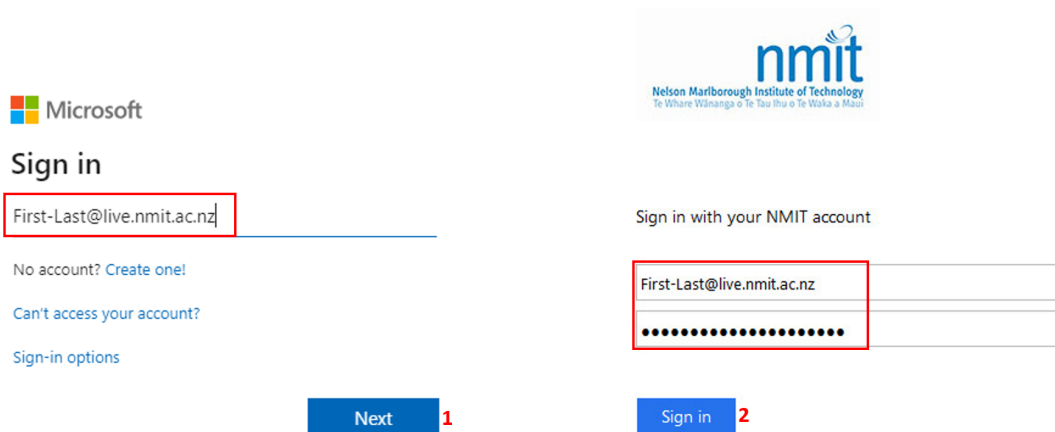
helpdesk@nmit.ac.nz - 2023-02-07 - Password Reset

Registering for password recovery options (personal email or mobile phone number)

NMIT provides a self-service option enabling students and staff to reset their NMIT computer account / Microsoft 365 password without requiring assistance from our IT Service Desk.

Before you can use this service, you must first register alternative contact information. Follow the instructions below to complete registration.

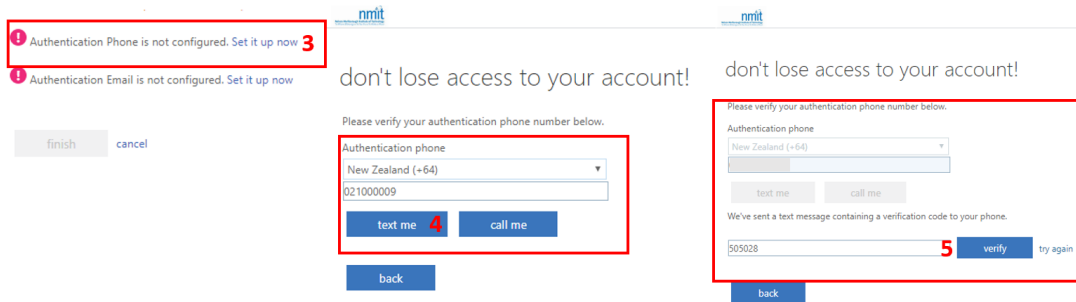
1. Click [here](#) from any device and enter your NMIT student email address (Firstname-Lastname@live.nmit.ac.nz) go Next and enter your current NMIT password



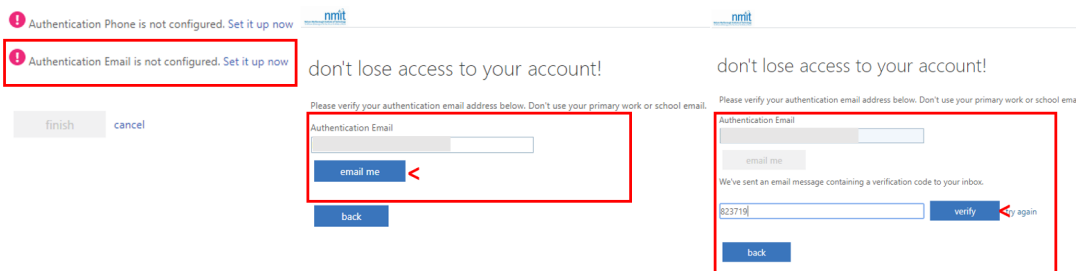
The screenshot shows two side-by-side sign-in forms. The left form is the Microsoft sign-in page, featuring the Microsoft logo and the text 'Sign in'. It has a text input field containing 'First-Last@live.nmit.ac.nz', which is highlighted with a red box. Below the field are links for 'No account? Create one!', 'Can't access your account?', and 'Sign-in options'. A blue 'Next' button with a red '1' is at the bottom. The right form is the NMIT sign-in page, featuring the NMIT logo and the text 'Sign in with your NMIT account'. It has two text input fields: the top one contains 'First-Last@live.nmit.ac.nz' (highlighted with a red box) and the bottom one contains a masked password '.....'. A blue 'Sign in' button with a red '2' is at the bottom.

2. Configure at least 1 of the following options.

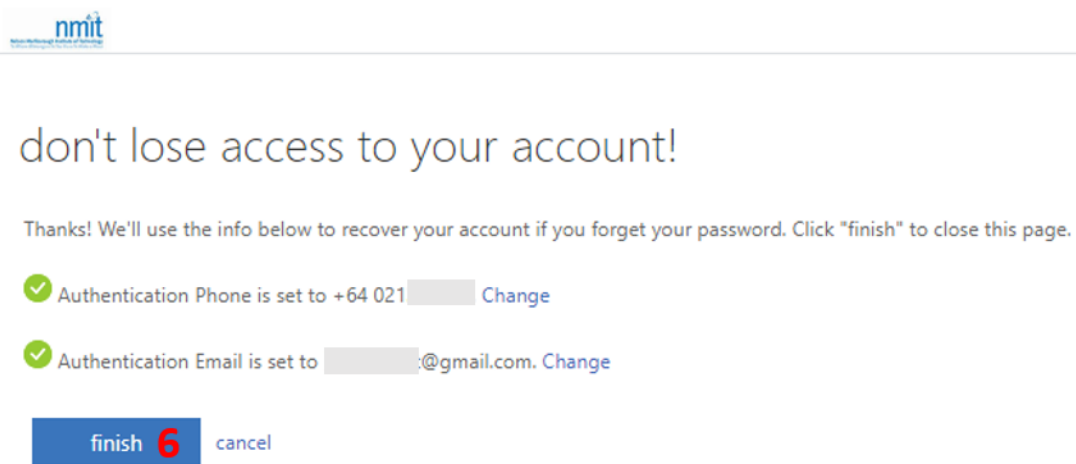
Setup mobile phone -> Provide your mobile number and select text option -> enter the code you receive to verify



Setup personal email address (optional) -> Provide your personal email address -> enter the code you receive to verify



3. Once completed you will see a green tick next to each recovery option. Click finish.



Note: **if you have forgotten your password and have not yet registered for password recovery options please contact our IT Servicedesk team at 0800 NMIT IT (0800 664 848) or servicedesk@nmit.ac.nz to reset your account.

Related Content

- [How do I activate my network account?](#)
- [How do I reset my NMIT password?](#)