

## How do I register for password recovery options?

IT FAQs - 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.

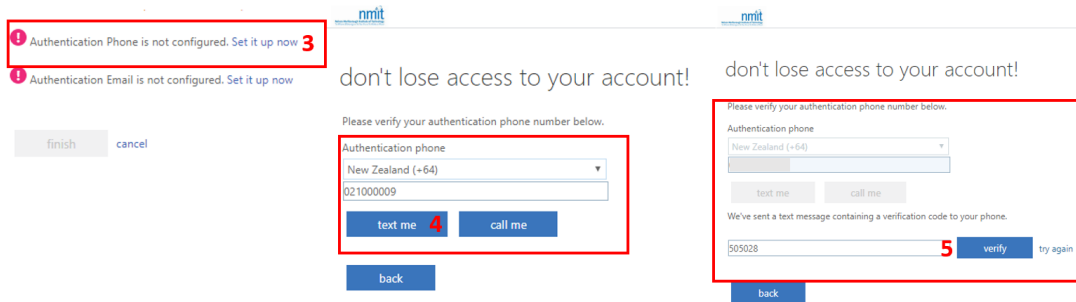
Before you can use this service, you must first register alternative contact information. Follow the instructions below to complete registration.

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

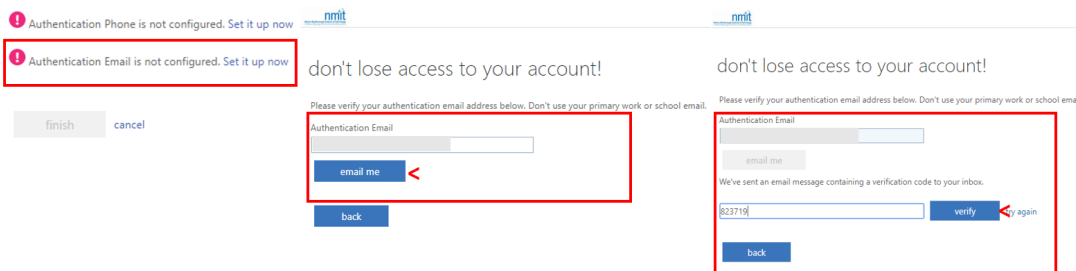
The screenshot shows two stages of the sign-in process. On the left, the Microsoft sign-in page is displayed with the email address 'First-Last@live.nmit.ac.nz' entered in the text box. Below the text box are links for 'No account? Create one!', 'Can't access your account?', and 'Sign-in options'. A blue 'Next' button with a red '1' is positioned below the text box. On the right, the NMIT sign-in page is shown with the NMIT logo at the top. Below the logo, the text 'Sign in with your NMIT account' is displayed. The email address 'First-Last@live.nmit.ac.nz' is entered in the first text box, and a password is entered in the second text box, represented by dots. A blue 'Sign in' button with a red '2' is positioned below the password text box.

2. Configure at least 1 of the following options.

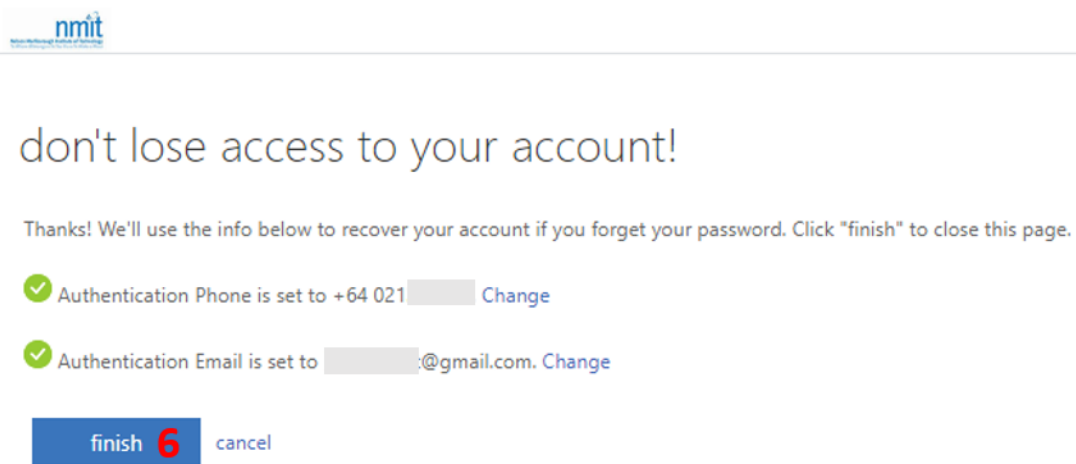
Setup mobile phone -> Provide your mobile number and select text option -> enter the code you receive to verify



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](mailto:servicedesk@nmit.ac.nz) to reset your account.

#### Related Content

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