

## How do I reset my NMIT password?

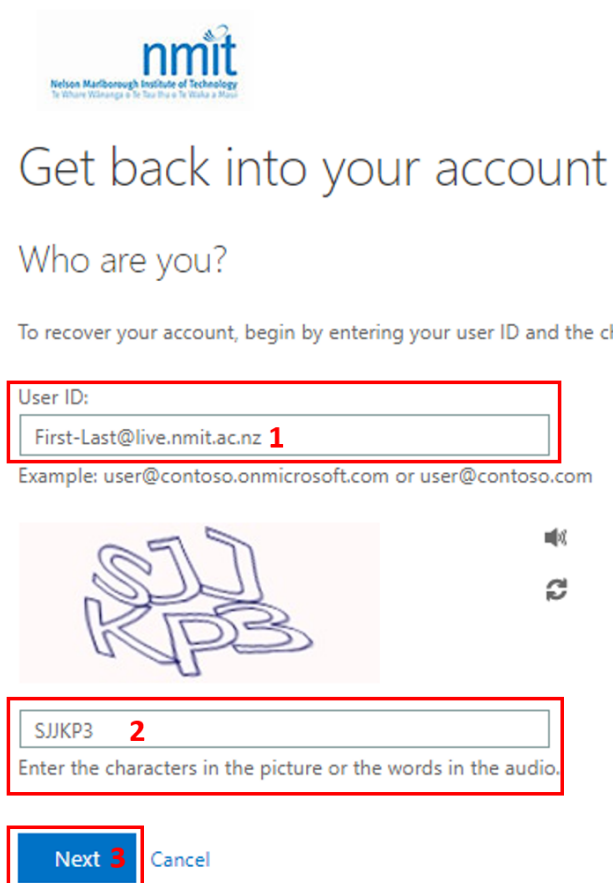
helpdesk@nmit.ac.nz - 2023-02-07 - Password Reset


Reset my NMIT network / Microsoft 365 password

If you have forgotten your current NMIT network 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 password.**

If you have previously [registered for password recovery options](#) follow the instructions below to reset your NMIT password and get back into your Microsoft 365 account.

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



  
NMIT  
Nelson Marlborough Institute of Technology  
Te Whare Wānanga o Te Tau Ihu o Te Waka a Māui




## Get back into your account

Who are you?

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

User ID:  
First-Last@live.nmit.ac.nz **1**

Example: user@contoso.onmicrosoft.com or user@contoso.com

SJJKP3 **2**  
Enter the characters in the picture or the words in the audio.

**Next 3** Cancel

2. Select I forgot my password and go Next



## Get back into your account

Why are you having trouble signing in?

I forgot my password **4**

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

**Next 5** Cancel

3. Select a verification option (personal email or mobile phone)

i.e. Select Text my mobile phone -> enter your registered mobile phone number -> Text -> enter the code you receive to verify -> go Next



### Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone **6**

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*09) below. You will then receive a text message with verification code which can be used to reset your password.

021\*\*\*\*\* **7**

**Text 8**



### Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

We've sent you a text message containing a verification code to your phone.

504755- **9**

**Next 10** Try again Contact your administrator

4. Enter a new password and confirm go Finish

(Password must need to meet the requirement, at least 8 digit long and contain a number, uppercase and lowercase letter)



## Get back into your account

verification step 1 ✓ > **choose a new password**

\* Enter new password:

\* Confirm new password:

[Finish](#) [Cancel](#)



## Get back into your account

✓ Your password has been reset

### Related Content

- [How do I activate my network account?](#)
- [How do I reset my MyNMIT password?](#)
- [How do I register for password recovery options?](#)