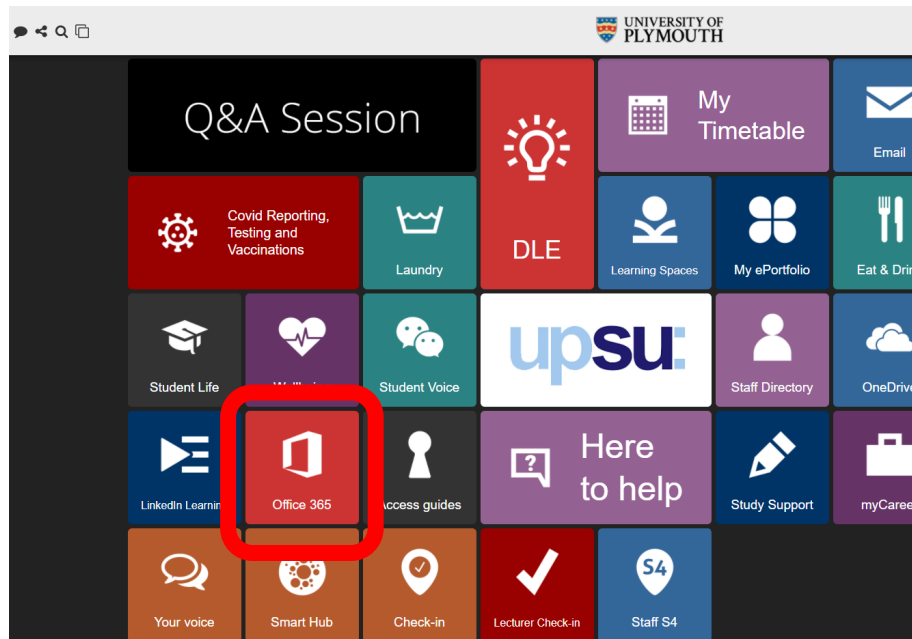


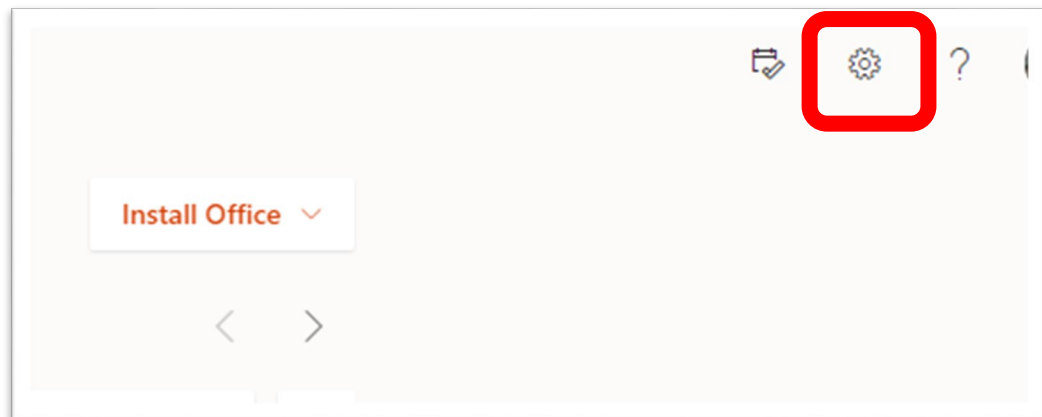
University of Plymouth Student IT Account Password Change

How do I change my password?

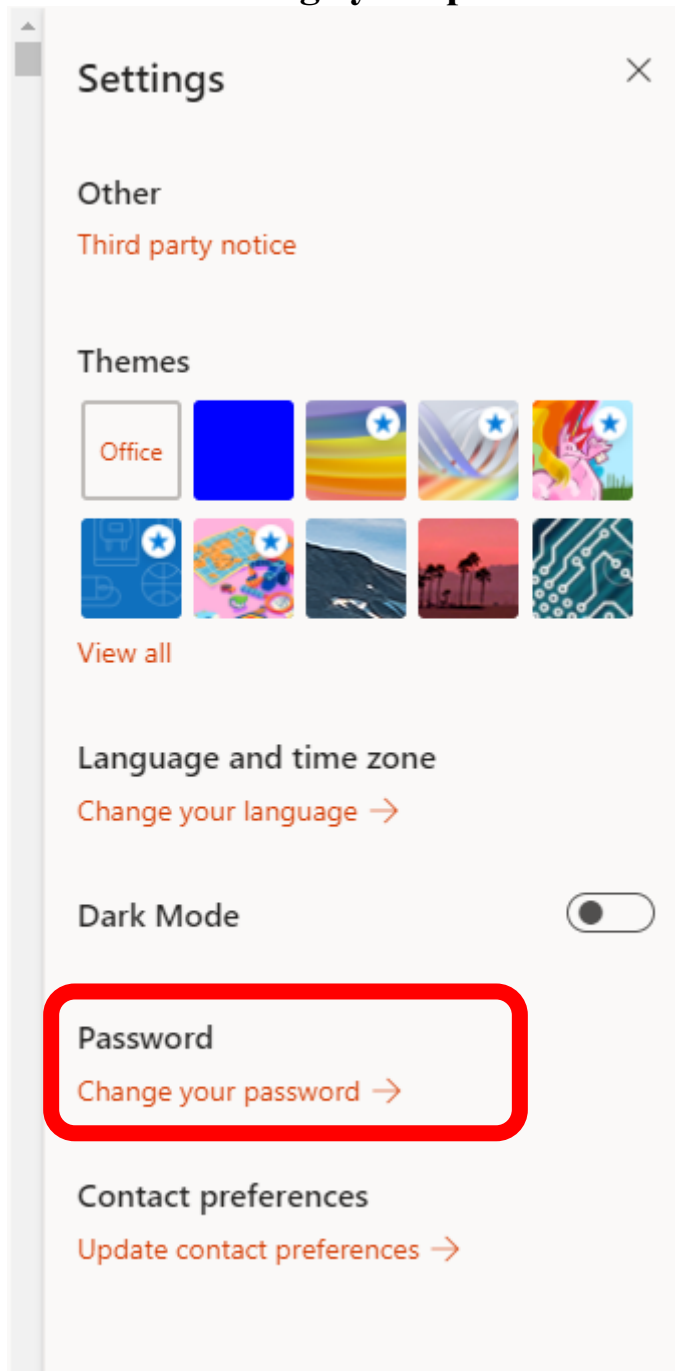
1. Log in to [the University Portal](#)
2. Click on the Office 365 tile:



3. Click on the 'cog' icon at the top right of the page:



then select **Change your password** :



4. To set a new password you will need to provide your existing/old password.

Please note that you may also need to re-enter your password on your own computer when using Office 365 applications and OneDrive, and in places where it may have been previously saved within a browser.

You will also need to update your password on your mobile devices and tablets (i.e. on any device that is linked to your University computing account).

Forgotten your password?

If you have forgotten your current password and need to change it, please contact the Service Desk via <https://itselfservice.plymouth.ac.uk> or by calling 01752 588588.

Encountering error messages?

You may encounter one of the following errors when attempting to change your password:

change password

User ID

@students.plymouth.ac.uk

Old password

Create new password

Choose a password that's more difficult for people to guess.

Confirm new password

submit

cancel

Reason for error:

The system has detected that your new password contains a commonly used or easy-to-guess word or phrase.

For example, you might have entered 'P@ssword', which is only a slight variation of the word 'password', and therefore may be easy to guess.

The system has a predetermined list of words or phrases which are not permitted because they meet the above mentioned criteria. Your new password has matched with one of these and is therefore not suitable to use.

Choose another password and try again.

change password

User ID

██████████@students.plymouth.ac.uk

Old password

Create new password

This password does not meet the length, complexity, age or history requirements of your corporate password policy.

Confirm new password

submit

cancel

Reason for error:

The required criteria have not all been met.

The following criteria must be adhered to when setting a password:

- It must contain at least 9 characters
- It must include at least one capital letter
- It must include at least one numerical character
- It must include at least one special character, such as ! ” £ \$ % ^ & * () , . ? /
- You cannot use either of the two previous passwords you set, or a slight variation of a previous password (e.g. you will not be permitted to use your previous password with an additional number on the end).

Choose another password which meets all of the above criteria and try again.