

Welcome to your City Lit Student IT account

This guide will help you to activate your City Lit Student Microsoft 365 IT account. Once you have done this, you will be able to access Google Classroom and other Microsoft 365 features.

This guide will help you do two things to access your account:

- 1) Reset your IT password
- 2) Set up text SMS as your authentication method

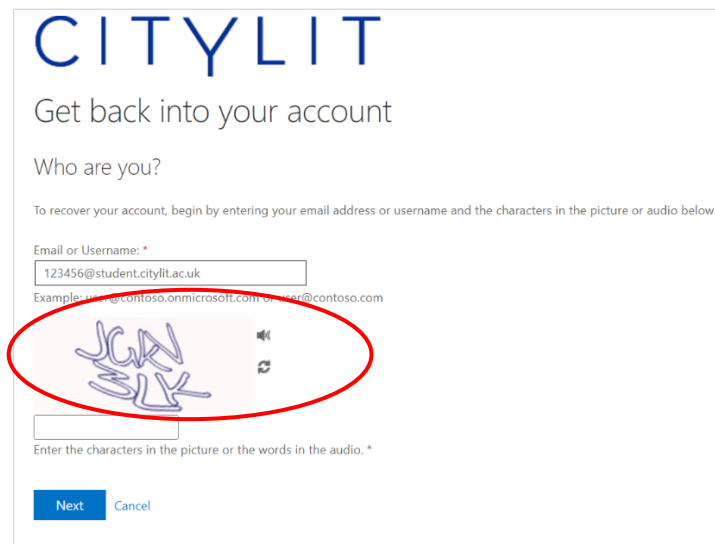
You will need:

- Your City Lit student number
- Access to your personal email
- A mobile phone

Please read these instructions and follow ALL the steps. If you need help at any stage, email GoogleClassroomEnquiries@citylit.ac.uk

Section 1 - Reset your password

1. Go to <https://passwordreset.microsoftonline.com/>
2. Enter your City Lit student email address (your student number@student.citylit.ac.uk e.g. 123456@student.citylit.ac.uk)
3. Type in the screen capture code. Then, click 'Next'



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Get back into your account

Who are you?

To recover your account, begin by entering your email address or username and the characters in the picture or audio below.

Email or Username: *

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

JCA
SLK

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

Next Cancel

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4.

The next screen will show the email address you gave us when you enrolled.

Part of the address will be hidden e.g. jj*****@yahoo.co.uk.

Click on 'Email'

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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternative email address

You will receive an email containing a verification code at your alternative email address (jj*****@yahoo.co.uk.).

Email

Cancel

5.

Go to your personal email inbox for the verification message from Microsoft.

Type the verification code into the box.

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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternative email address

We've sent an email message containing a verification code to your inbox.

Enter your verification code

Next Are you having any issues?

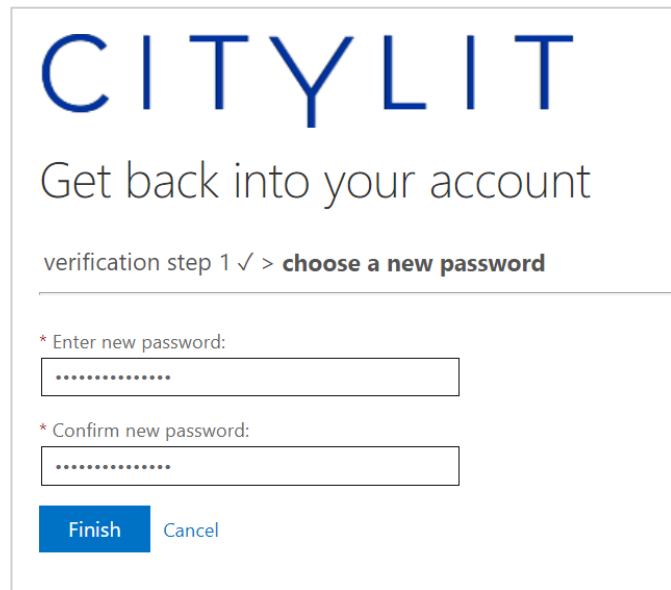
6.

When the verification is complete, you will see a password reset screen.

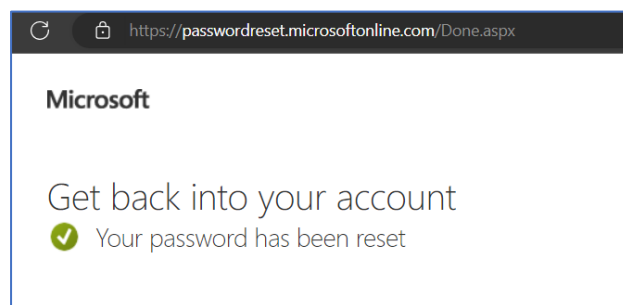
Your new password must:

- be at least 12 characters
- contain upper and lower-case letters
- contain a special character (such as, #, %, !, &, £)
- contain a number
- be different from your previous passwords.

Click on 'Finish'



Then you will then see this screen, confirming that your password has been reset.



Section 2 - Accessing your City Lit Student Microsoft 365 Account

You can now access your City Lit Student Microsoft 365 account using your 'studentnumber@student.citylit.ac.uk' e-mail address and your new password.

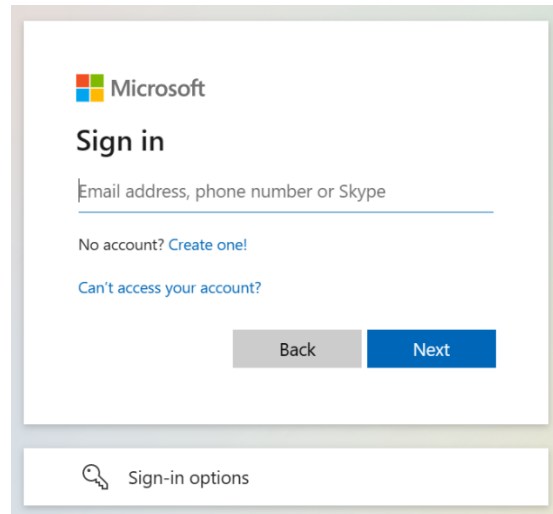
When you sign in for the first time, you need to give more information to show you are a City Lit student. We call this 'authentication'.

Set up text SMS as your authentication method

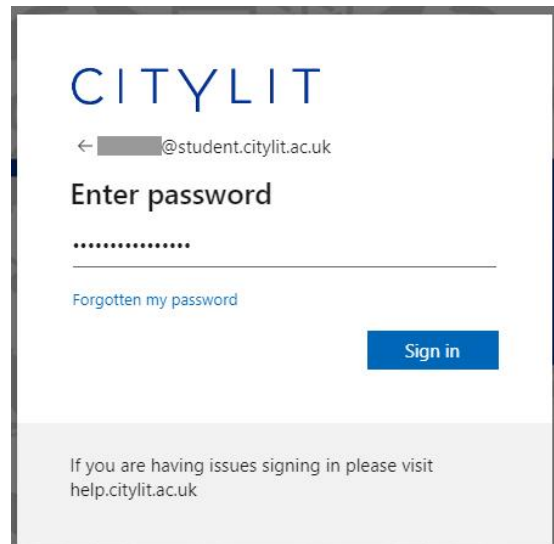
This section will help you set up text SMS messages as your method of authentication. You need to do this every time you log in to your City Lit student IT account and it is an essential part of City Lit's IT security.

Go to <https://office.com>

1. Enter your City Lit email address (e.g. 123456@student.citylit.ac.uk)
2. Click 'Next'



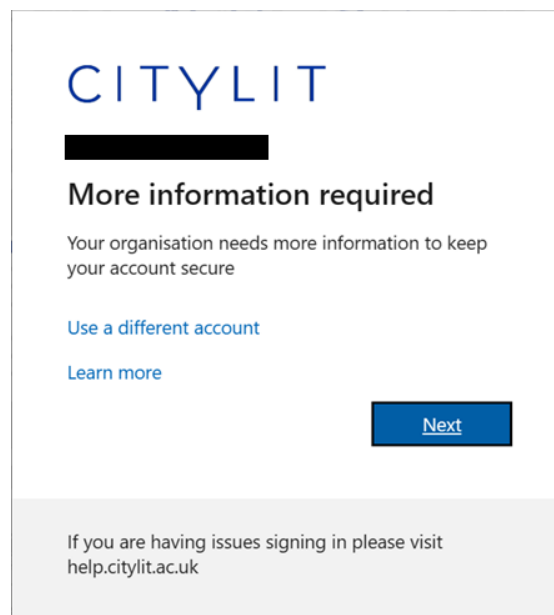
3. Now enter your new password and click 'Sign in'



4. Now you need to set-up text SMS authentication.

This adds extra security to your City Lit Student IT account.

Click 'Next' to continue.



5. Settings for text SMS authentication

- A) Choose 'Authentication phone' from the drop-down menu.
- B) Choose the country code for your mobile phone number e.g., United Kingdom(+44), and enter your full mobile phone number, including the 0.
- C) Choose 'Send me a code by text message' and click 'Next'.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Authentication phone

United Kingdom (+44) 07 [REDACTED]

Method

Send me a code by text message

Call me

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

*Please note that you will not be charged for using this method of authentication.

6. You will receive a text message on your mobile phone with a six-digit code. Enter the code in the box and click 'Verify'.

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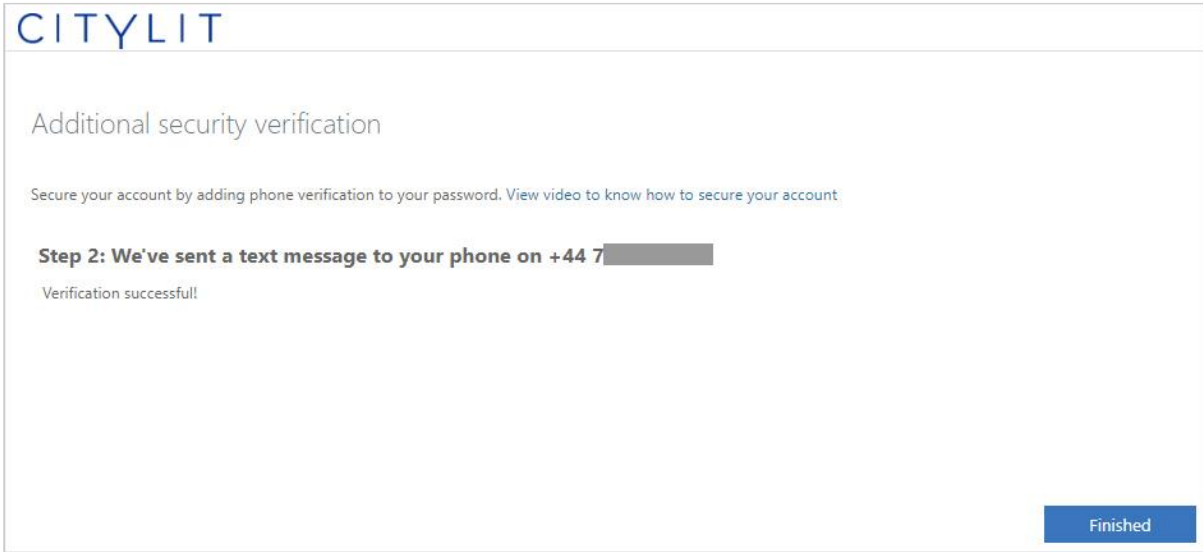
Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

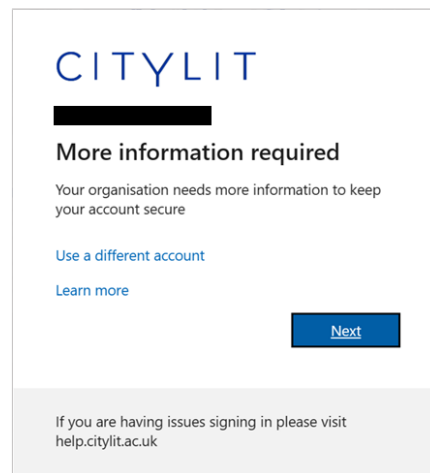
Step 2: We've sent a text message to your phone on +44 07 [REDACTED]

When you receive the verification code, enter it here

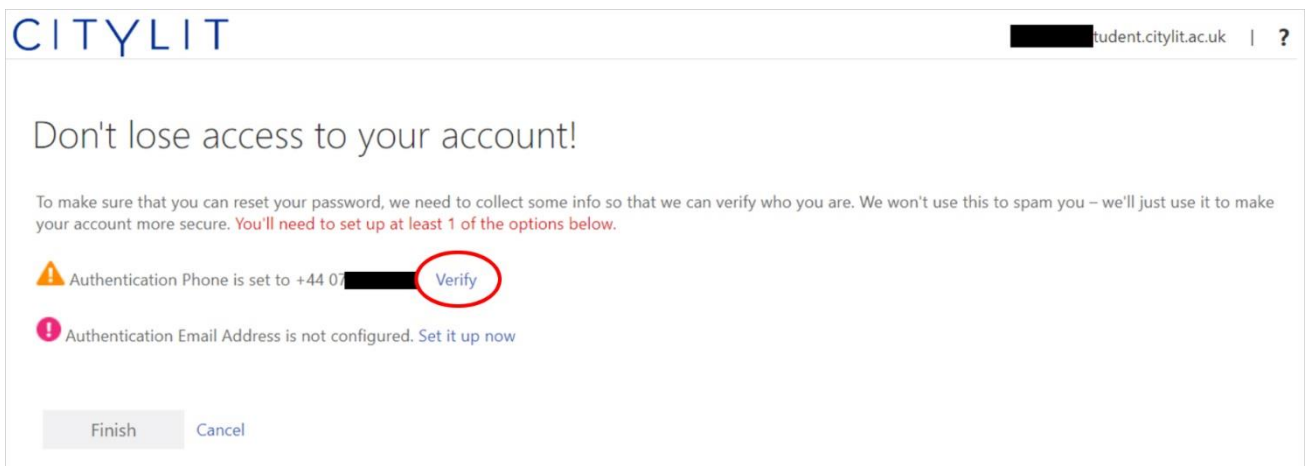
7. After you have completed verification, click 'Finished'.



8. If you see the 'More Information Required' screen, click 'Next'.



9. You will see the following screen. Click on the word 'Verify' (as below).



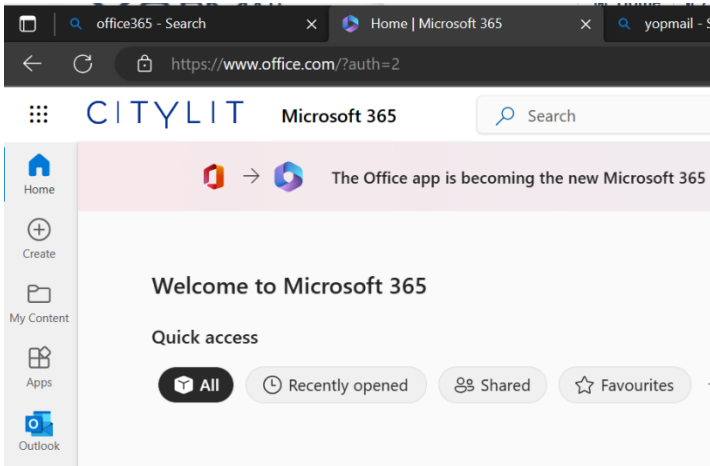
You have now set up your phone for text SMS authentication.

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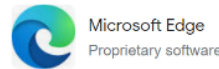
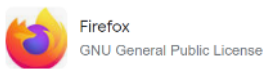
Note: Each time you sign into your City Lit Student Microsoft 365 IT account you will need to enter your password and verify your identity via text SMS. You need to enter the six-digit code sent to your mobile phone. Remember to have your mobile phone with you!

You can now access your City Lit Microsoft 365 IT account including Google Classroom.



If you have any problems, please e-mail us at GoogleClassroomEnquiries@citylit.ac.uk with the following information:

- screen shots of any error messages
- the number of the section and step where you had a problem
- the device you are using (e.g. laptop, mobile, tablet)
- the web browser you are using (a browser is a computer programme that helps you access and view websites, such as:



We will get back to you as soon as possible.

Thank you.