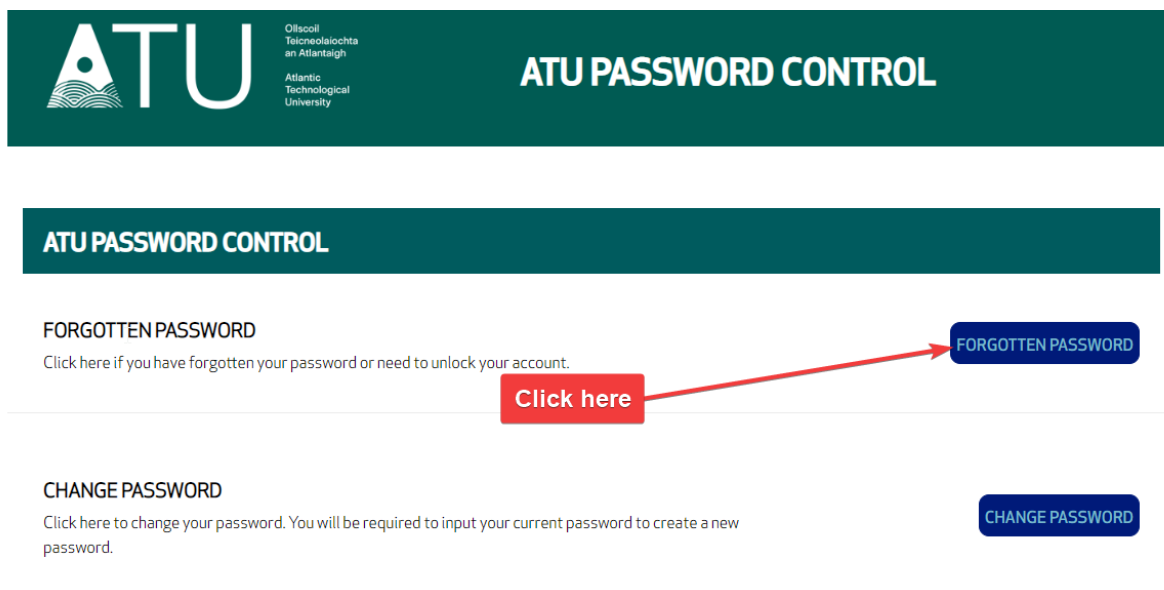


# Resetting your password

1. In your web browser go to <https://password.atu.ie>



2. Enter your ATU account details under email



Get back into your account

Who are you?

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

Email or Username: \*

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



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

enter your ATU email account ie studentno@atu.ie

enter charachters

Next Cancel

click on next

**3. Select authenticator app(if you have it installed) or your private email account for verification code.**

The screenshot shows the ATU logo at the top left. Below it is the heading "Get back into your account" and a breadcrumb "verification step 1 > choose a new password". A horizontal line separates this from the main content. The text "Please choose the contact method we should use for verification:" is followed by two radio button options: "Email my alternate email" (which is selected) and "Enter a code from my authenticator app". To the right of these options is the text "You will receive an email containing a verification code at your alternate email address ( \*\*\*\*\*@\*\*\*\*\*.com)." Below the options is a blue button labeled "Email". A red callout box with white text says "select between authenticator app if you have it installed or personal email account". Red arrows point from this box to the "Email my alternate email" option, the "Enter a code from my authenticator app" option, and the "Email" button. At the bottom left, there is a "Cancel" link. Another red callout box with white text at the bottom says "In this example we chose personal email click on email".

**4. Enter verification code**

The screenshot shows the ATU logo at the top left. Below it is the heading "Get back into your account" and a breadcrumb "verification step 1 > choose a new password". A horizontal line separates this from the main content. The text "Please choose the contact method we should use for verification:" is followed by two radio button options: "Email my alternate email" (which is selected) and "Enter a code from my authenticator app". To the right of these options is the text "We've sent an email message containing a verification code to your inbox." Below this text is a text input field with the placeholder "Enter your verification code". Below the input field is a "Next" button and a link "Are you having a problem?". A red callout box with white text says "enter verification code sent to your personal email and click on next". Red arrows point from this box to the "Enter your verification code" input field and the "Next" button. At the bottom left, there is a "Cancel" link.

## 5. Enter new password and finish



# Get back into your account

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

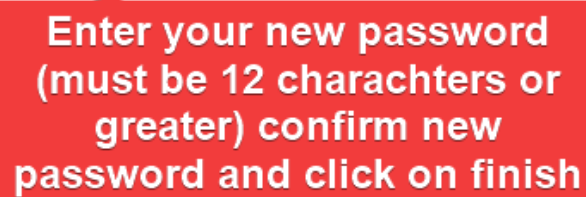
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\* Enter new password:

\* Confirm new password:

Finish

Cancel



**Enter your new password  
(must be 12 characters or  
greater) confirm new  
password and click on finish**