

## How To Reset Your NCI Password

Please Note: When resetting your password, your username will be x followed by your student no. For example if your student no. is 12345678, your user ID will be **x12345678**

### Step 1

Open a new browser and type the following webpage into the address bar – <http://password.ncirl.ie>

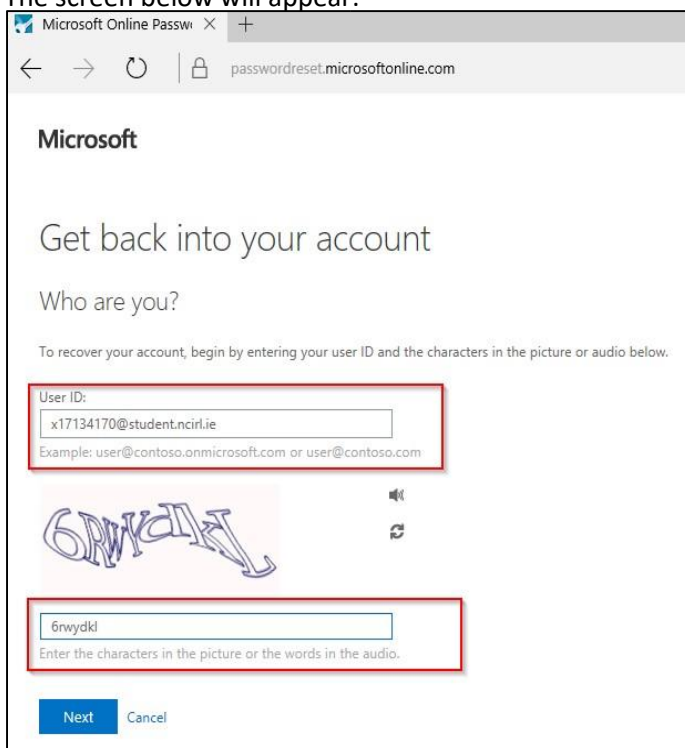
You will be brought to the screen below:



### Step 2

Click on the **Reset Password** button

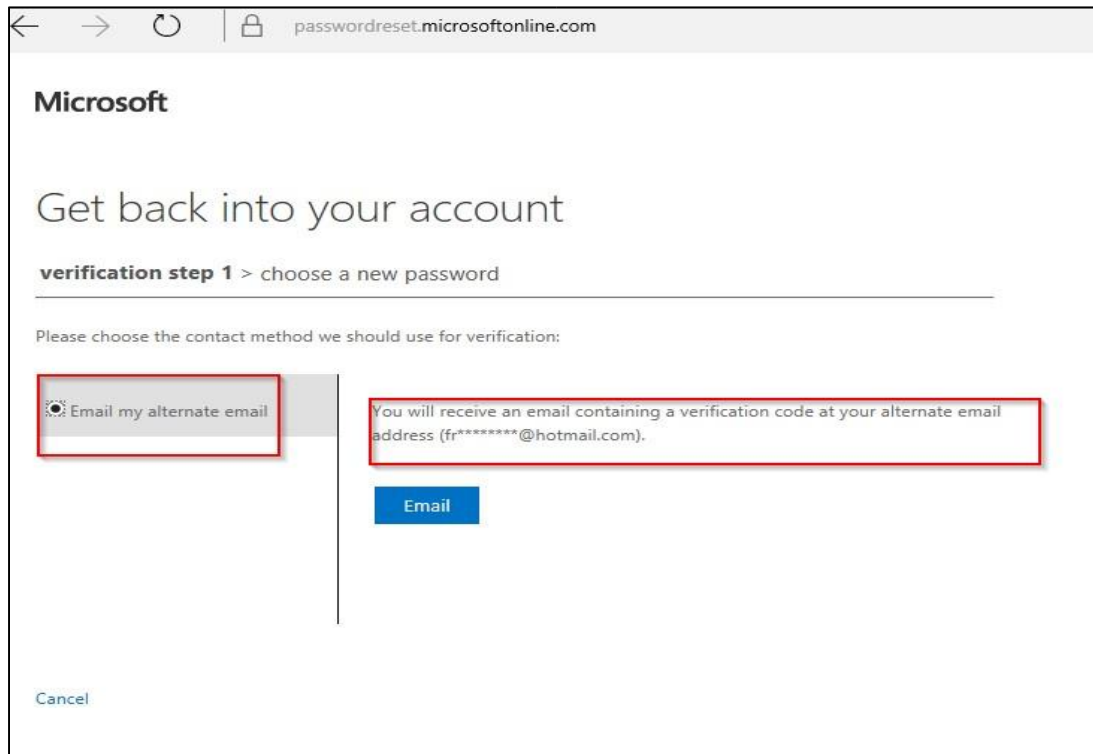
The screen below will appear:



### Step 3

In the user ID field, enter your username followed by @student.ncirl.ie. (for example, [x12345678@student.ncirl.ie](mailto:x12345678@student.ncirl.ie)) and click Next

The screen below will appear:

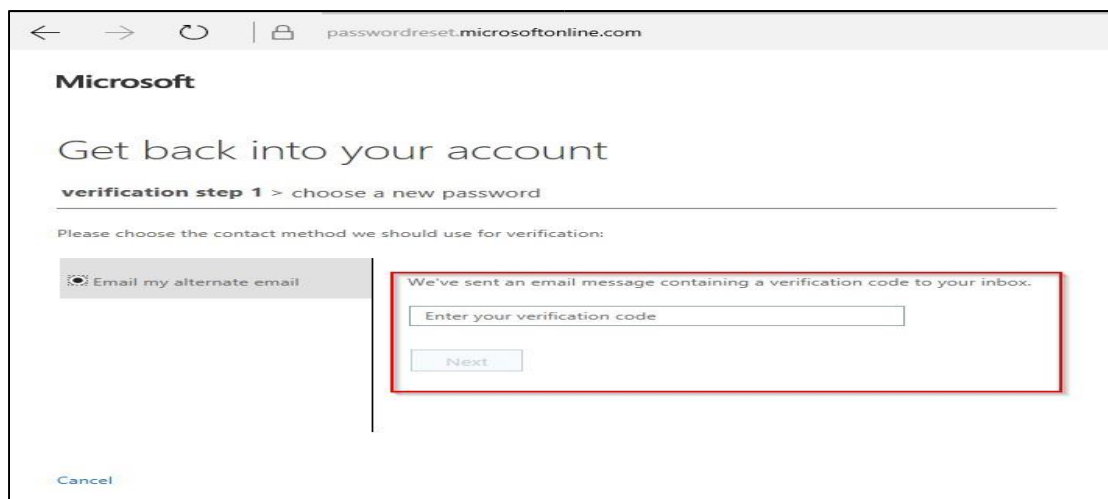


The screenshot shows a web browser window with the URL `passwordreset.microsoftonline.com`. The page title is "Microsoft" and the main heading is "Get back into your account". Below the heading, it says "verification step 1 > choose a new password". The instruction reads: "Please choose the contact method we should use for verification:". There are two radio button options: "Email my alternate email" (which is selected) and "Email my personal email". To the right of the "Email my alternate email" option, there is a text box containing the message: "You will receive an email containing a verification code at your alternate email address (fr\*\*\*\*\*@hotmail.com)". Below this text box is a blue "Email" button. At the bottom left of the form area, there is a "Cancel" link.

### Step 4

Please select the option 'Email my alternative email' and click the 'Email' button from the screen above. A password verification code will be sent to your personal email account. **Please note that this is the email account you used when applying to NCI via Springboard.**

A verification code will now be sent your personal email, and the screen below will appear in your browser:

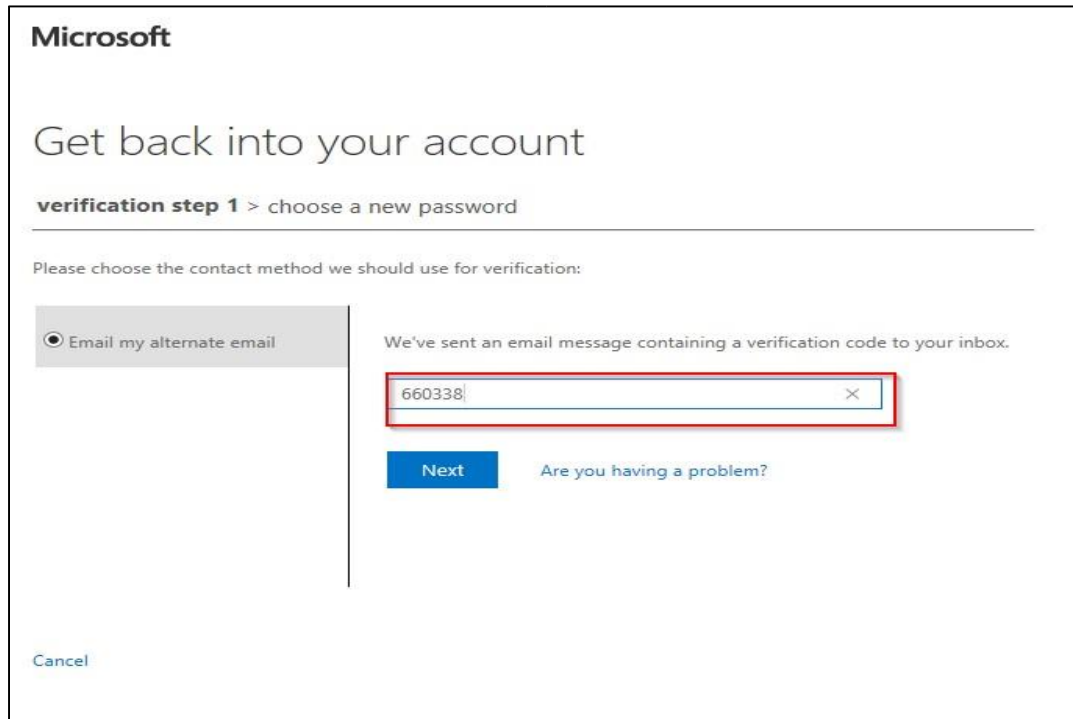


The screenshot shows the same web browser window as in Step 3. The "Email my alternate email" option is still selected. The text box on the right now contains the message: "We've sent an email message containing a verification code to your inbox." Below this message is a text input field with the placeholder text "Enter your verification code". Below the input field is a "Next" button. The "Cancel" link remains at the bottom left.

## **Step 5**

Please open another tab and login to your personal email. Do not leave or close down the password set up screen above.

In your personal email account, you should see an email from *Microsoft on behalf of National College of Ireland*. Please open the email and copy the code you were provided in your email:



The screenshot shows a Microsoft account verification screen. At the top left is the Microsoft logo. Below it is the heading "Get back into your account" and a sub-heading "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 a radio button selected for "Email my alternate email". To the right, a message states "We've sent an email message containing a verification code to your inbox." Below this is a text input field containing the code "660338", which is highlighted with a red border. Underneath the input field is a blue "Next" button and a link "Are you having a problem?". At the bottom left, there is a "Cancel" link.

## **Step 6**

Return to the browser showing the password set up screen. In the verification box, please enter the verification code copied from the email you received. This will prove your identity.

Click Next and you will be brought to the screen below:

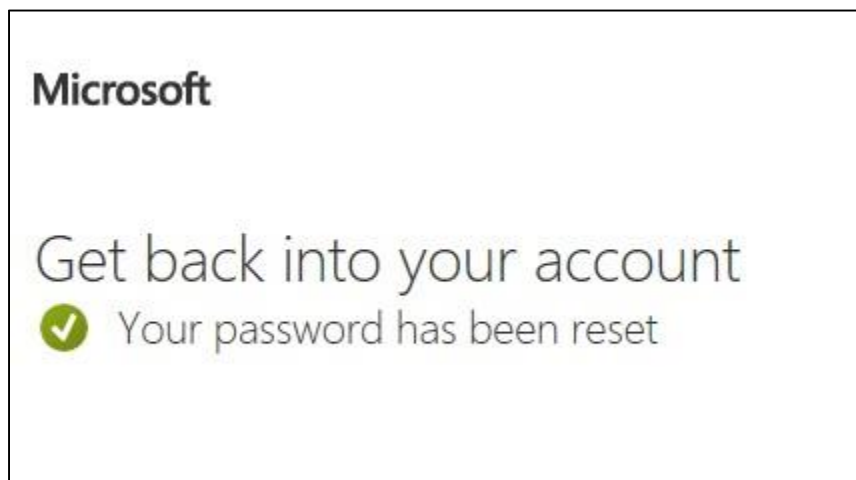
The screenshot shows the Microsoft account recovery interface. At the top left is the Microsoft logo. Below it, the heading "Get back into your account" is displayed. Underneath, the progress indicator shows "verification step 1 ✓ > choose a new password". There are two input fields: the first is labeled "\* Enter new password:" and the second is labeled "\* Confirm new password:". Both fields contain masked characters (dots) and are highlighted with red boxes. At the bottom left, there are two buttons: a blue "Finish" button and a grey "Cancel" button.

### Step 7

Please enter and confirm a new password. You are required to select a password at least 8 characters in length and which contains letters, numbers and another character. It is advised that you use a phrase you will easily remember.

### Step 8

Your new password should now be setup!



Once you have logged in, you can now proceed to [Step 3](#) and follow the steps to take your own Student Identification Photo. You must download the app first before you can take your student card photo. **NOTE:** Students need to submit their photos via the app by **Friday 6th September**. The Springboard team will then drop your card to one of your classes on the first night that the course commences. Please note if you are not in attendance the first night of class or if you upload your photo via the app after Friday 6th September your student card will be posted out.