Password quick help guide

The password for your University IT account controls access to all University IT facilities. You must not share your password with anyone.

In order to change or reset your password, you must set up your self-service account. You only need to set up your self-service account once. Once your password account has been set up, you can change or reset your password as often as you require.

Instructions

How to set up your self-service password account

1. Visit https://pwdreg.city.ac.uk

2. Enter your computer username and password

***Have you forgotten your password? Call IT Service Desk on 0207 040 8181. Once you have received your new password, you can return to step number 1 and follow the instructions***

3. The Password Registration screen will appear. Click Next to begin the registration process

4. Register your answers and click Next

***Each answer must contain at least three characters, and no two answers may be the same***

5. The Completed screen will appear: You are now registered and you can now close the tab

6. Once you close the tab you now have the option to change your password or reset your password in the future.

How to change or reset your password

7. Visit https://pwdreset.city.ac.uk

8. Enter your computer username and click Next

9. Verify your identity and answer the two security questions and then click Next

***Do these not match the answers which you provided during the password registration stage? You can start again and visit https://pwdreset.city.ac.uk and repeat the steps from number 8.***

Or

***Have you forgotten your security questions? Please re-register and set up your self-service password account again and visit https://pwdreg.city.ac.uk and repeat the steps from number 1***

10. The password reset: choose your new password screen will appear. To reset your password, enter your new password and then re-enter your new password. Click on Next

11. You will now have changed your password successfully

Please contact the IT Service Desk if you require further assistance by telephone on 0207 040 8181 or online at www.city.ac.uk/itservicedesk or in person at Northampton Square, Library, second floor or Tait building, Room E101 or at Cass Business School, Library, first floor

www.city.ac.uk/changepassword