



1st Login, Password Reset & MFA Setup

Step-by-Step Guide (English)



Dear student,

Welcome to Wittenborg University of Applied Sciences! Before you can use your Wittenborg student account, you need to choose a personal password, which you should not share with anyone (you are responsible for actions taken from your account). Afterwards, you will need to activate multi-factor authentication, to ensure your account stays safe.

This procedure can also be used to reset your password in case you forget it.

STEP 1: Resetting / Choosing your password

Follow these steps:

1. **Open the password reset website.**
 - Go to: <https://passwordreset.microsoftonline.com>
 - You will see a page titled "Get back into your account".
2. **Enter your email address.**
 - In the field "Email or username", type your full student email address.
 - Example: s123456@student.wittenborg.eu. This student number was sent to you by the Registry Department.
3. **Enter the characters on the screen for a security check.**
 - Look at the characters shown (numbers/letters).
 - Type them exactly into the box below.
 - Click **"Next"**.

If the characters are hard to read, click the **"Refresh"** button to get a new challenge.

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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. *

Next Cancel

Tip:

If you get a message that your username is incorrect or blocked, contact the registry department, they will check if you have the right username and activation status of your account.



4. Choose "I forgot my password".
5. Click "Next".

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Get back into your account

Why are you having trouble signing in?

☒ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

☐ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

6. You can either choose to receive a text (SMS) on your mobile phone or let Microsoft call you.
- Choose the option that best fits you.
 - Enter your mobile phone number in international format, for example +31612345678 (example for the Netherlands, starting with +31). If there is a 0 (zero) before the local number, do not enter it. For example, the Dutch local number is 0612345678, so the international format will be +31612345678.

Example:

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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:

☒ Text my mobile phone

☐ Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****78) below. You will then receive a text message with a verification code which can be used to reset your password.

+31612345678

Text



7. Verify your identity.

- You will receive a **6-digit code** on your phone.
- Enter the code on the website and click **“Next”**.

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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:

☒ Text my mobile phone

☐ Call my mobile phone

We've sent you a text message containing a verification code to your phone.

23075

Next [Try again](#) [Contact your administrator](#)

8. Create your new password.

You will now see two boxes:

- **“New password”**
- **“Confirm password”**

Type your new password in both boxes.



Password rules:

- At least 8 characters
- A mix of upper and lower case
- At least one number
- At least one symbol (!@#\$%)

9. Click “Finish”.

10. Your password is now reset.

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Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish [Cancel](#)

Get back into your account

✓ Your password has been reset



STEP 2: Set up MFA (Multi-Factor Authentication)

Follow these steps after you have reset your password.

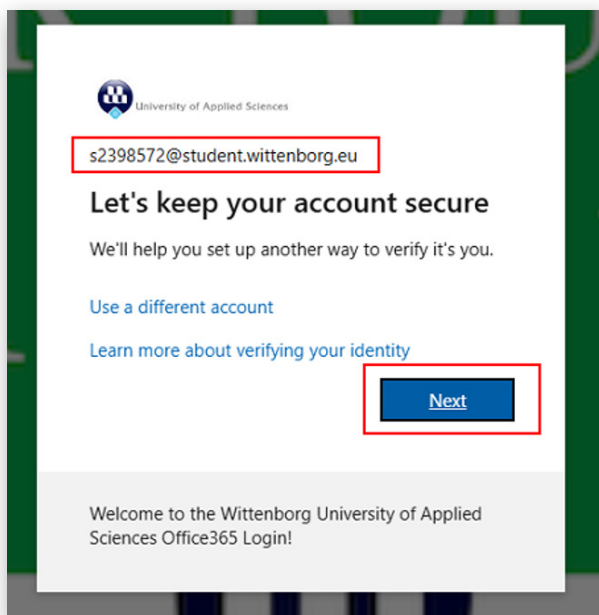
1. Open the MFA setup page.

- Go to: <https://aka.ms/mfasetup>
- Sign in with your email address and the password you have chosen.

2. Start the MFA registration.

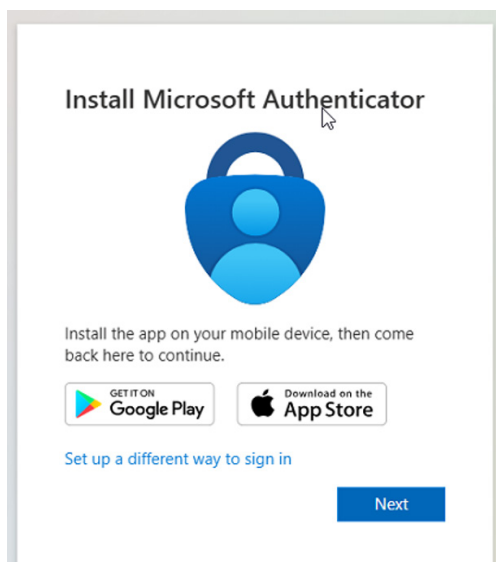
You will see a message:

“Let’s keep your account secure.”



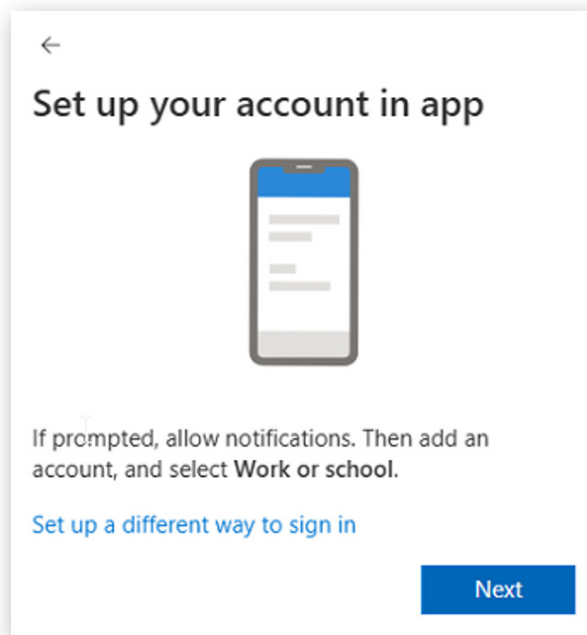
3. Click “Next”.

Be sure to install Microsoft Authenticator on your mobile phone (links are provided on the next page).



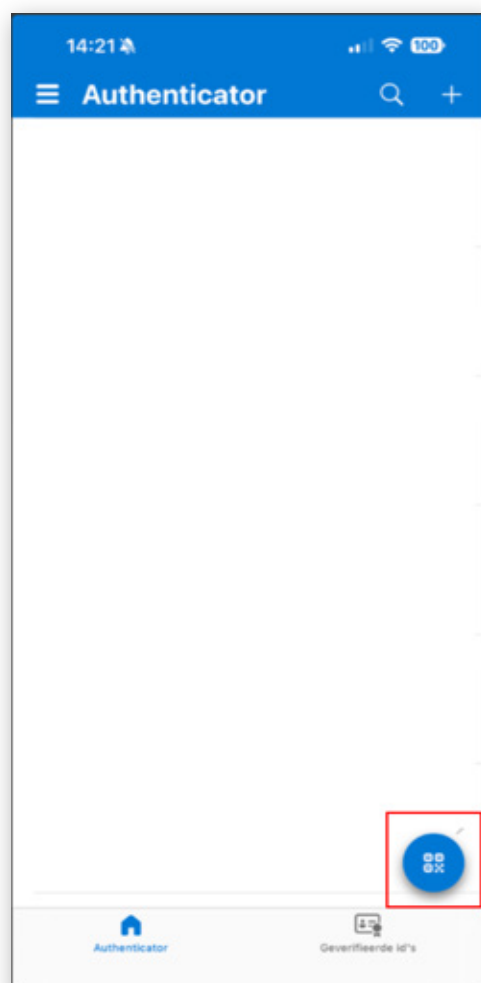


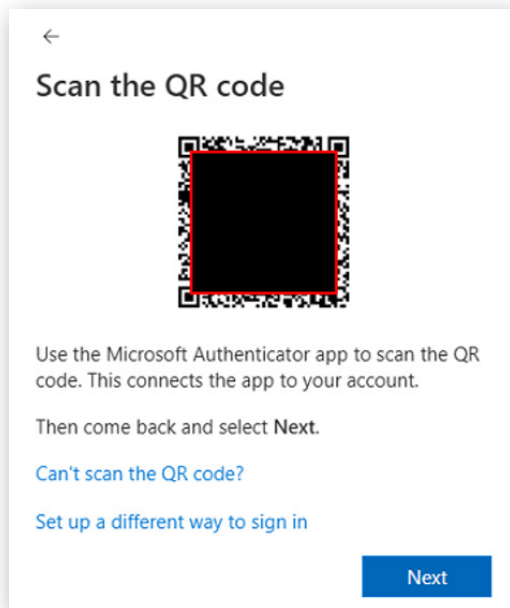
4. Click "Next".



5. Scan the QR code with your app.

6. In your browser, the QR code appears. Scan this with the installed app on your mobile phone.





7. Click “Next”.

8. MFA test approval.

Microsoft will send a test notification to your phone.

- Your phone will show **“Approve sign-in?”**
- Tap **“Approve”**.

Your MFA setup is now confirmed.

9. Setup complete.

You will see:

“Notification approved. Your account is now protected with multi-factor authentication.”

Click **“Done”**

10. Finished!

You can now:

- Sign in securely
- Use your password
- Approve logins using your phone