

Reset Your Password

You can reset your password if you have forgotten it or if your password isn't working.

Step 1:

Open an internet browser, such as Chrome or Edge.

The icon for Chrome looks like:



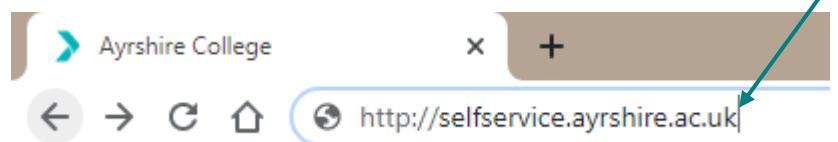
The icon for Edge looks like:



This guide will use Chrome as an example.

Step 2:

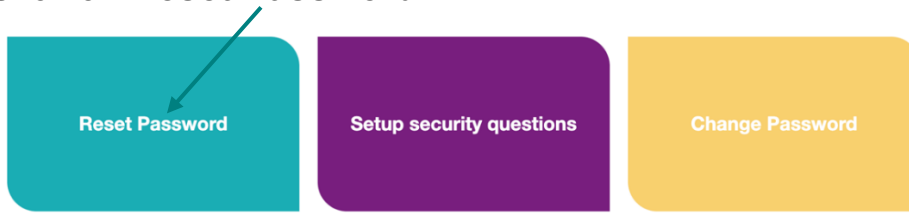
In the browser window type <http://selfservice.ayrshire.ac.uk/> into the address bar at the top of the page.



Press the **Enter** on your keyboard.

Step 3:

Click on **Reset Password**



Step 4:

Enter your college email address in the **User ID** box.

This is your student number, followed by @ayrshire.ac.uk, for example:
A0012345@ayrshire.ac.uk.

Get back into your account

Who are you?

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

User ID:

A0123456@ayrshire.ac.uk

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

Type the letters and numbers you see in the image into the box.



DLLV

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

Next

Cancel

Click **Next**

You can use the speaker icon to listen to the letters.



You can click on the refresh icon to get a new set of letters and numbers.



Step 5:

You will be asked to answer 3 of the security questions you have already set up.

Type your answers into the boxes.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Answer my security questions	What was your childhood nickname? <input type="text"/>
	What were the last four digits of your childhood telephone number? <input type="text"/>
	What was the name of the street of your first childhood home? <input type="text"/>
	<input type="button" value="Next"/> Contact your administrator

Click **Next**

If you have not set up security questions, or if you can't remember the answers to the questions, you can return to the [Self Service](#) portal and click on the **Setup security questions** button.

Step 6:

Type a new password in to the **Enter new password** box.

Your password must:

- Be between 8-12 characters long
- Must include a number and a capital letter (it may also contain a symbol)
- It can't be your own name or date of birth
- It can't be the same as a password you have used before

Type your new password again into the **Confirm new password** box.

Get back into your account

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

* Enter new password:

* Confirm new password:

Finish

Cancel

Click **Finish**

You can now use your new password to log in.