

How to change or reset your Northern Lakes College account password

This document walks you through changing your password online using the Microsoft office password reset link located on the Northern Lakes College web site. **This is the same process followed to set your password for your first login** or to change your password if you think someone else may know it.

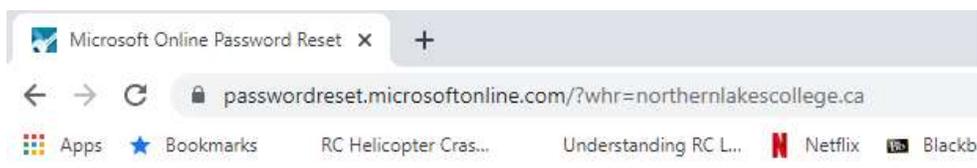
Important note: In order for this process to work you must have an alternate email address registered with the College. Students alternate email address is pre-set to the email address provided on your application or registration form. Staff must manually update their Microsoft Office profile for their College account with an alternate email address (must not be a college email address).

Go to www.northernlakescollege.ca then to the MYNLC page.

Scroll down the page until you see something like this (image below) and select Password Reset.



This will open a Microsoft password reset page similar to the next image.



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:

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



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

Next

Cancel

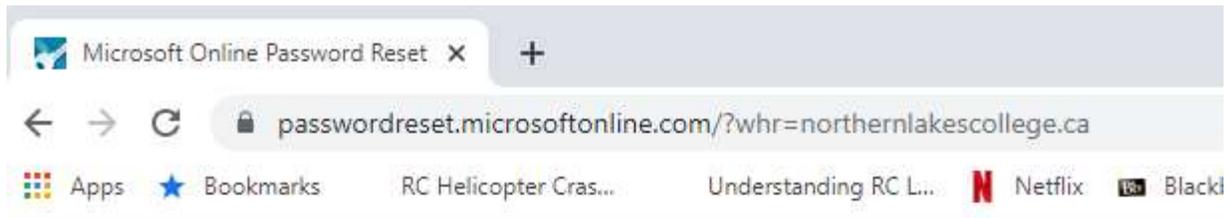
Enter your NLC account/email in the User ID, then the picture characters and hit next.

Students your User ID is your College email address (format: studentID@northernlakescollege.ca)

Staff your User ID is your College email Address (in a different format from students), contact your supervisor or IT Services help desk if you don't know it.

On the next page, Select I forgot my password then hit next.

Note: if you are a new user and setting up for the first time, you will still select I forgot my password.



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

Next

Cancel

If your alternate email looks correct, hit next. If you have multiple options select the one that works best for you. The following steps follow the email verification process.

Hit the email button to send the verification email.



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

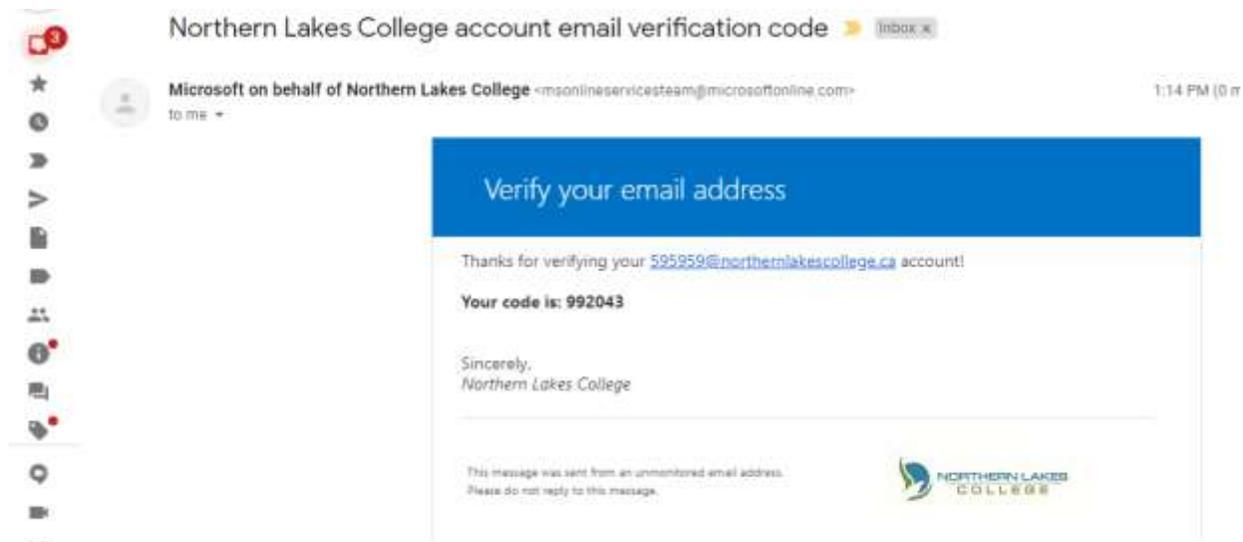
Email my alternate email

You will receive an email containing a verification code at your alternate email address (cu*****@gmail.com).

Email

Note: If you do not see your correct personal email address at this page, send an IT ticket and include your full name (first and last), Student ID# (if you are a student), phone number and detail the problem you are having.

You should receive an email in your personal email that looks something like this.



Go back to your browser window and enter the code you received into the code field as shown below, then hit next. (Do not use the code shown here). **Do right away – the process times out in 5 minutes.**



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

We've sent an email message containing a verification code to your inbox.

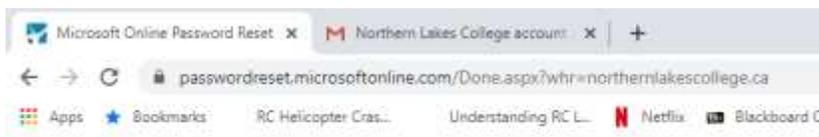
992043

Next

[Are you having a problem?](#)

Passwords must be strong which means the password will have to meet certain requirements. For students, those requirements were sent to you in an email when you registered.

If your password reset has been successful you should see something like this.



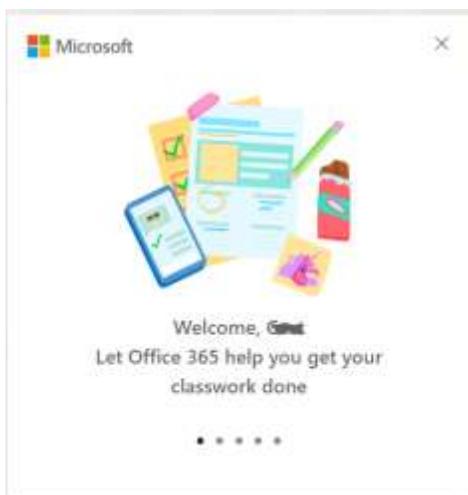
Get back into your account

✔ Your password has been reset

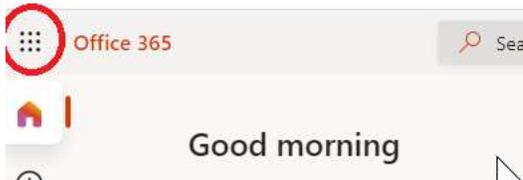
To verify your account and password are working login into your account. At either www.office.com (screens shown below) or using the MyMail or LMS links located on the Northern Lakes College MyNLC web page. (<https://www.northernlakescollege.ca/my-nlc>)

Screens below show www.Office.com login images and where to access apps to your MyMail or LMS app plus other apps that are available.

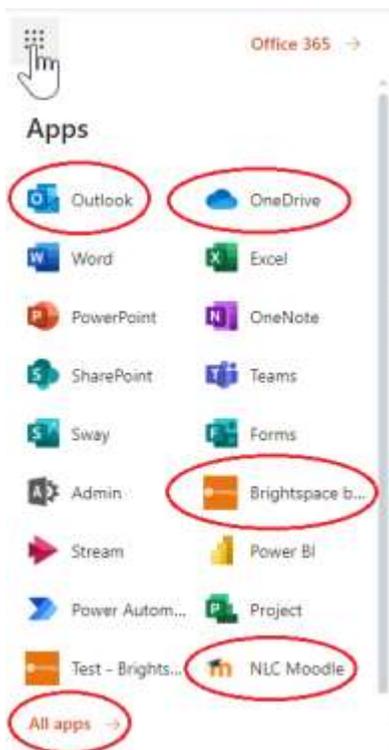
Welcome screen upon first time login>



Once logged in Select App launcher. Top Left side of screen



You will see a pop out menu on the left that has several app icons similar to image below. Select app of choice or if app isn't shown expand the menu by hitting All Apps at the bottom of the menu.



Scroll down till you see the app you need, something like this.

All circled apps above or listed below are key apps students will likely need to get into.



Brightspace by Desire2Learn



NLC Moodle

Brightspace is another name for Desire2Learn (D2L)

You can select any app icon seen and get into it from here.

Enjoy your studies, and thank you for your time.