

UNIHUB/EMAIL PASSWORD RESET GUIDE

INTRODUCTION

Students are encouraged to change or reset their password. This guide helps the student to Reset / Change your UNIHUB / EMAIL Password

For Changing/Resetting the UNIHUB/EMAIL Password, first they need to **REGISTER FOR PASSWORD RESET**.

There are 3 ways, the student can reset their UNIHUB/EMAIL password

1. **By Logging in to UNIHUB** – If you know the UNIHUB Password and have registered for Password Reset.
2. **By clicking forgot password option on Login page**– If you have forgotten your UNIHUB Password but have registered for Password Reset.
3. **By Chat or Call option** – If you have forgotten your UNIHUB Password and also have NOT Registered for Password Reset.

Please Note for CHAT/CALL Option:

UK Helpdesk Working Hours:

Monday – Friday: 9am - 5pm (**UK Time**)

So the **Dubai Time** will be:

Monday – Friday: **12pm - 8pm** (when UK is having **BST-British Summer Time**)

OR

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This document covers following 3 SECTIONS:

SECTION – 1: HOW TO REGISTER FOR PASSWORD RESET

SECTION – 2: HOW TO RESET/CHANGE THE PASSWORD

SECTION – 3: HOW TO RESET YOUR PASSWORD THROUGH CHAT/CALL

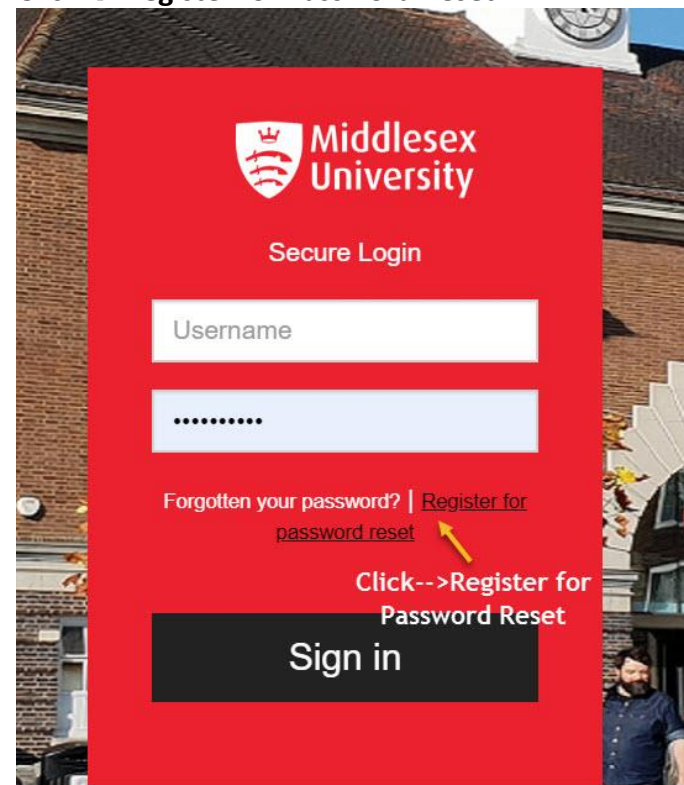
SECTION – 1

HOW TO REGISTER FOR PASSWORD RESET

Step 1.

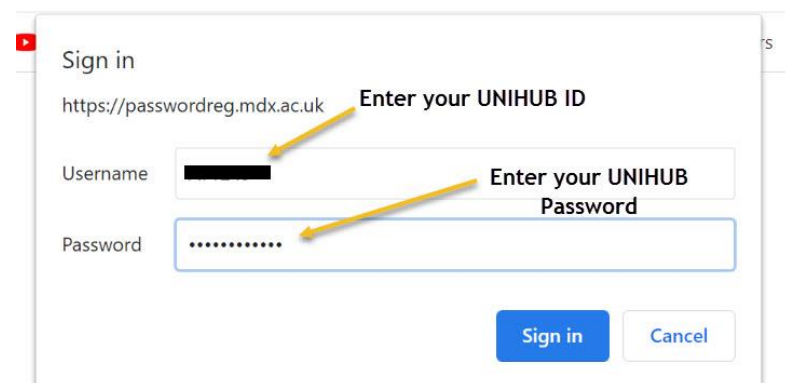
Go to **myUnihub** Login Page:
<https://myunihub.mdx.ac.uk/>

Click → Register for Password Reset



Step 2.

Enter your UNIHUB ID and password as shown below:



Step 3.

Click → Next



Password Registration:

If you ever forget your password, you can reset it yourself without calling your help desk.

Click 'Next' to begin the registration process.

Next

Click --> Next

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Step 4.

Enter your UNIHUB Password and Click → Next as shown below:



Password Registration: Your Current Password

Enter your current password below, then click 'Next'.
(logged in as: **UNI**)

Password:

.....

Enter your UNIHUB Password

Next Cancel

Click --> Next

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Step 5.

Select any 3 Security Questions and Enter the answers and Click → Next

Please Note: Remember these answers as 1 of these answers will be asked during the Password Reset.



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Password Registration: Register Your Answers

You must answer at least 3 questions to register.

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

What is your mother's maiden name?

What was the name of your first pet?

What was your town of birth?

What is your father's middle name?

What is your mother's middle name?

What is your oldest child's birth month and year (e.g. May 1999)?

What is your oldest sibling's birth month and year (e.g. May 1985)?

What is your youngest sibling's birth month and year (e.g. May 1985)?

What was the make of your first car?

What football team do you support?

The responses you provide are stored by your organization in Forefront Identity Manager.

Next

Cancel

Answer any
3 Security
Questions

Click --> Next

Step 6.

Now the Registration for the Password Reset is Completed, as shown below:



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Completed: You are now registered



If you have not already reset your initial password, please do so now.

1. Go to <https://passwordreset.mdx.ac.uk/>
2. Enter your userID, and answer the security question(s)
3. Choose your new password

Now you have
Successfully
Registered for
Password Reset

Click here to reset
your password

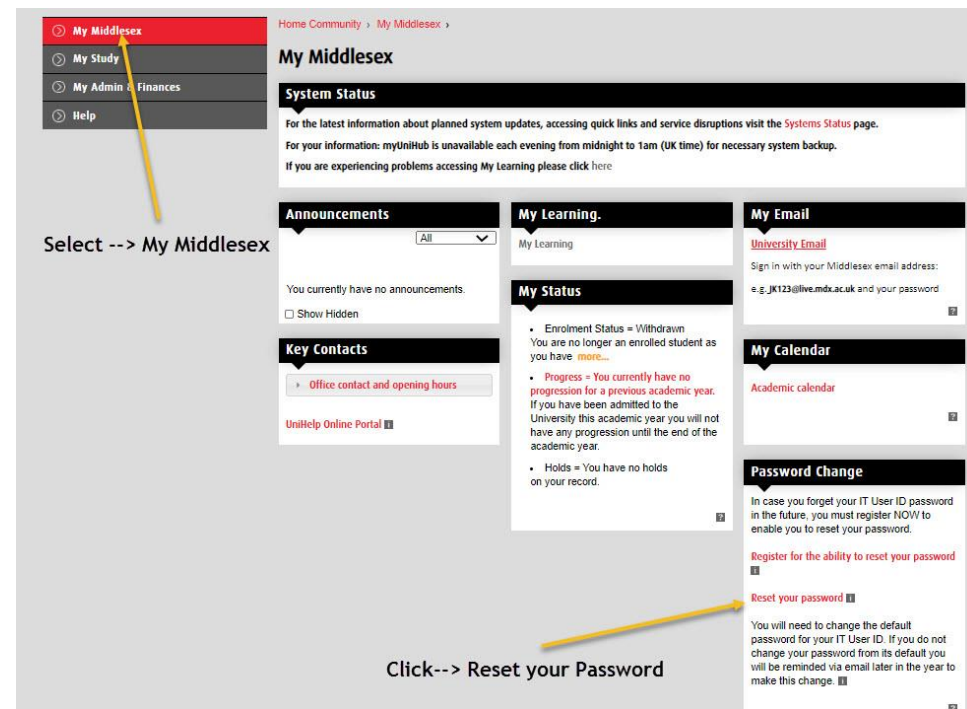
SECTION – 2

HOW TO RESET/CHANGE THE PASSWORD

Step 1. Go to Password Reset Page

You can Go to Password Reset Page by 2 ways:

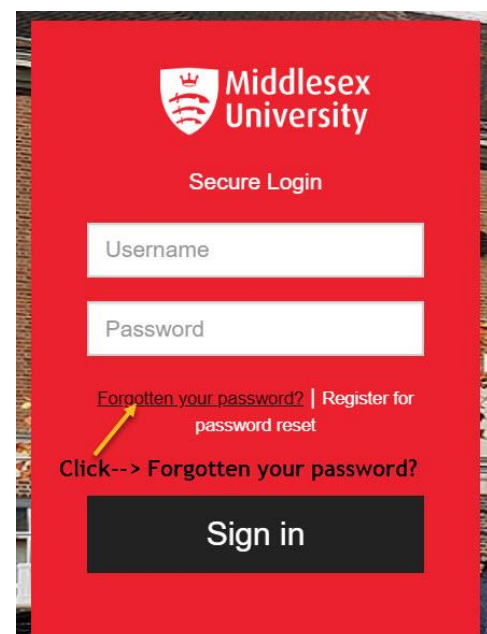
- **If you remember your current password**, then you can login to myUnihub and go to Reset Your Password Link as shown below:



The screenshot shows the 'My Middlesex' dashboard. On the left, a sidebar menu has 'My Middlesex' highlighted. A yellow arrow points to this menu item with the text 'Select --> My Middlesex'. The main content area has a 'System Status' section, followed by 'Announcements', 'Key Contacts', 'My Learning', 'My Status', 'My Email', 'My Calendar', and 'Password Change'. The 'Password Change' section contains a link 'Reset your password' which is highlighted with a yellow arrow and the text 'Click--> Reset your Password'.

OR

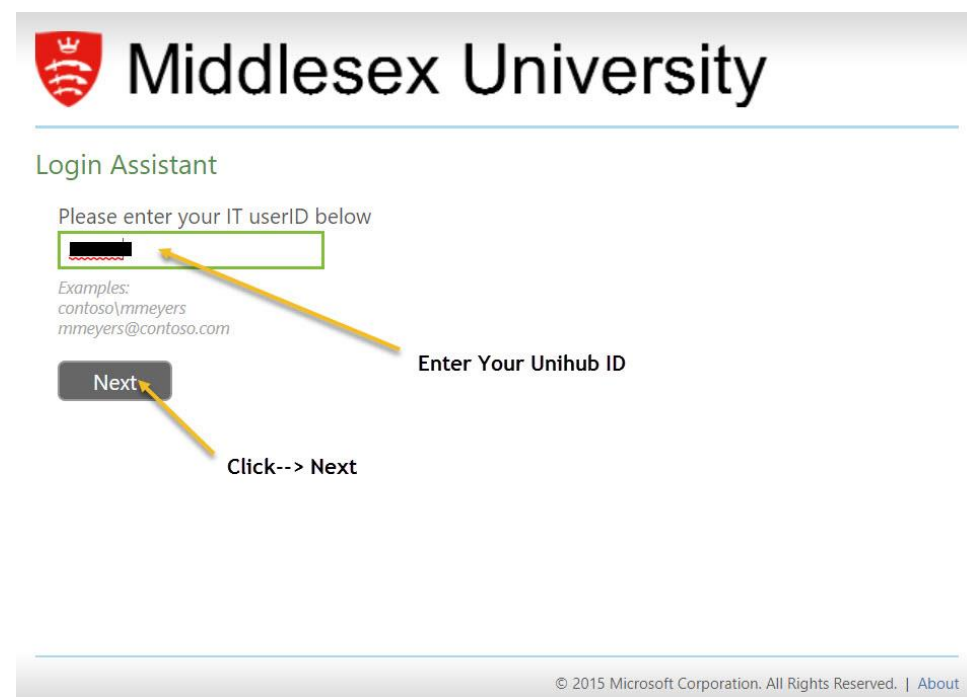
- **If you have forgotten your Password**, you can go directly to Forgotten your password link as shown below:



The screenshot shows the 'Middlesex University Secure Login' page. It has a red background. At the top is the Middlesex University logo. Below it are two input fields: 'Username' and 'Password'. Below the password field is a link 'Forgotten your password? | Register for password reset' which is highlighted with a yellow arrow. Below this link is a button 'Sign in'.

Step 2.

Enter your UNIHUB ID as shown below:



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Login Assistant

Please enter your IT userID below

Examples:
contoso\mmeyers
mmeyers@contoso.com

Next

Enter Your Unihub ID

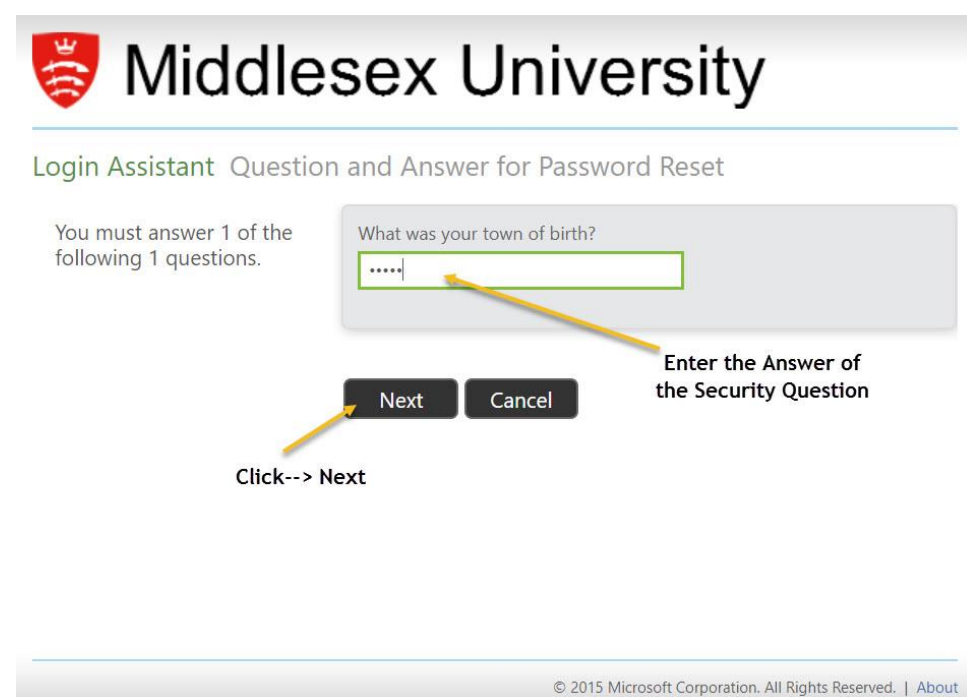
Click--> Next

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Step 3.

It will ask your one of your security answers which you set while doing the Registration for Password Reset in SECTION-1

Enter the answer of the security question and **Click → Next**



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Login Assistant Question and Answer for Password Reset

You must answer 1 of the following 1 questions.

What was your town of birth?

Next **Cancel**

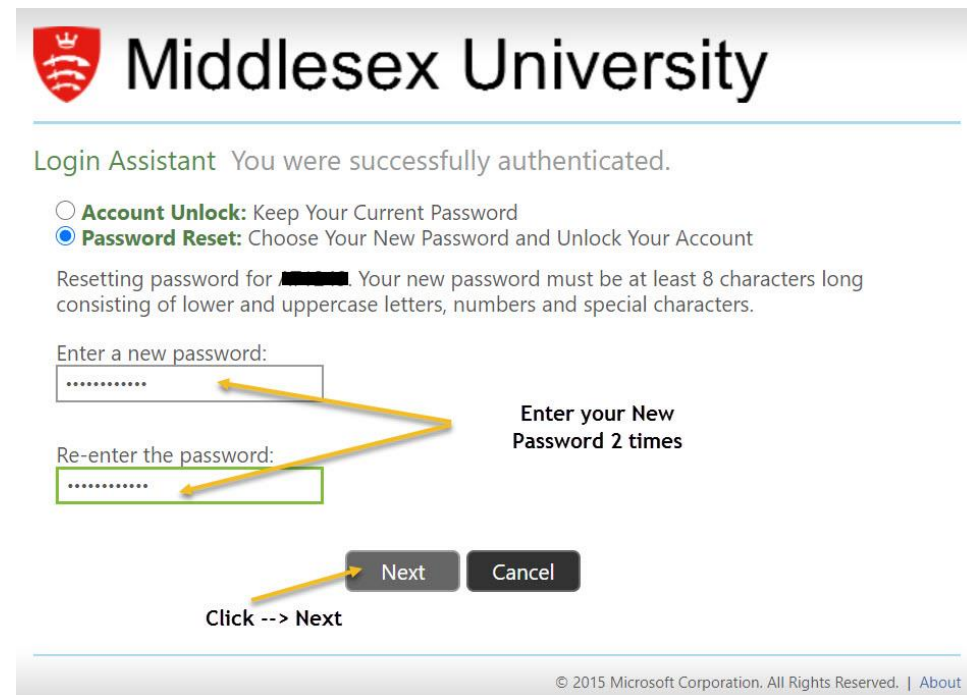
Enter the Answer of the Security Question

Click--> Next

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Step 4.

Enter the New Password twice and **Click → Next**



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Login Assistant You were successfully authenticated.

☐ **Account Unlock:** Keep Your Current Password

☒ **Password Reset:** Choose Your New Password and Unlock Your Account

Resetting password for [REDACTED]. Your new password must be at least 8 characters long consisting of lower and uppercase letters, numbers and special characters.

Enter a new password:

Re-enter the password:

Enter your New Password 2 times

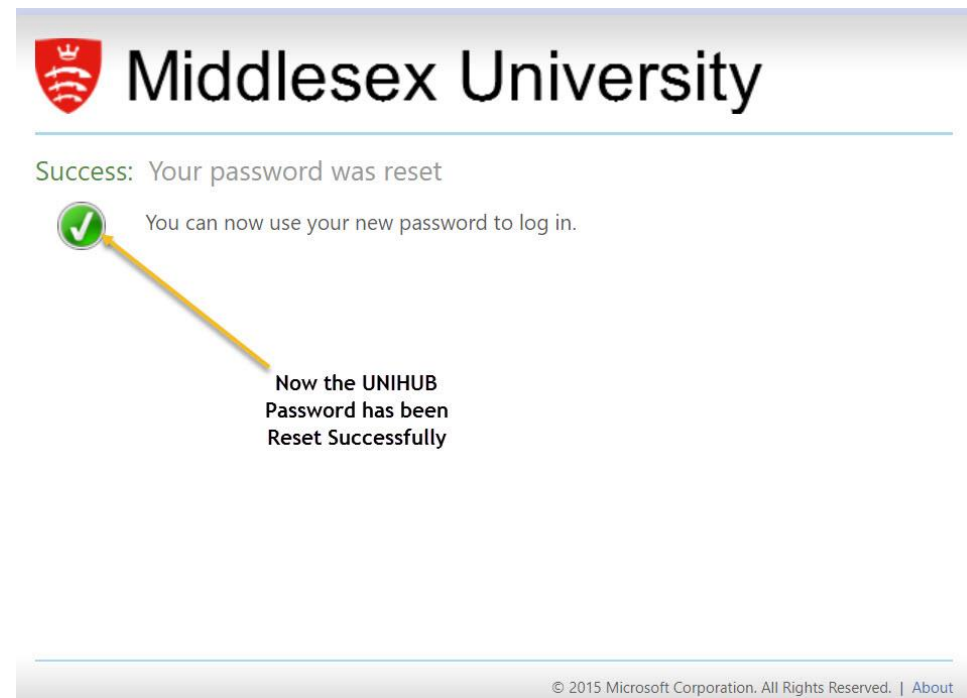
Next Cancel

Click --> Next

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Step 5.

Now the UNIHUB password has been Successfully Changed.



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Success: Your password was reset

You can now use your new password to log in.

Now the UNIHUB Password has been Reset Successfully

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Please Note: Your UNIHUB Password and your UNI EMAIL Password both are same, so when you change your UNIHUB password it automatically changes your Email Password.

SECTION - 3

HOW TO RESET YOUR PASSWORD THROUGH CHAT/CALL

You can also Reset your UNIHUB Password by directly getting connected with UK Helpdesk via Chat or Call Options:

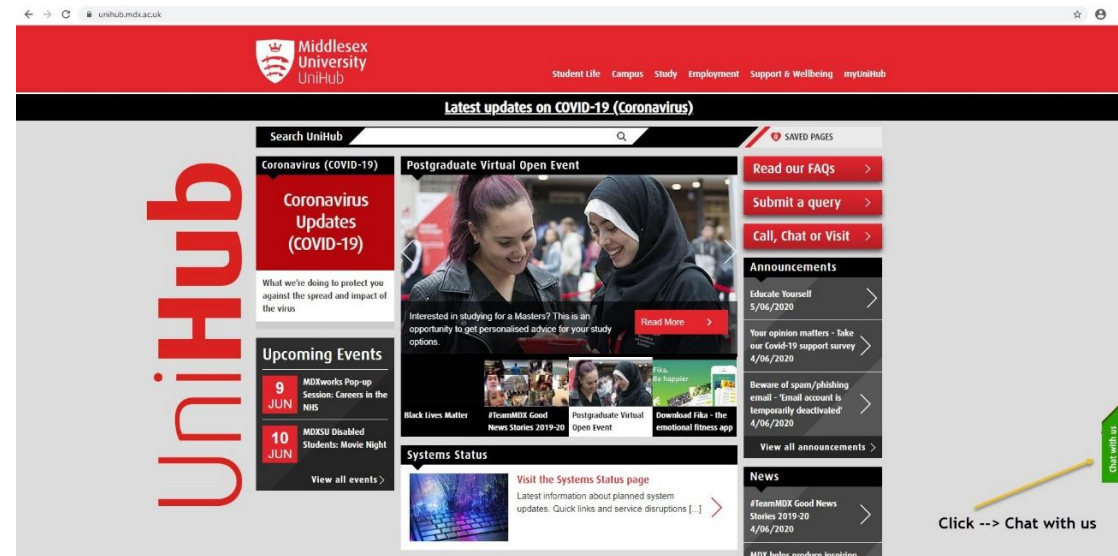
Step 1.

Go to UNIHUB Homepage:

<https://unihub.mdx.ac.uk/>

Click → CHAT WITH US

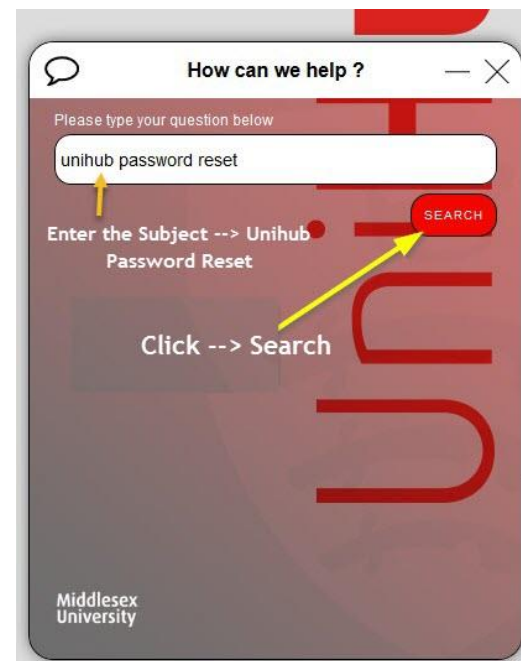
As shown below:



Step 2.


Enter the Question → Unihub Password Reset

Click → Search



Step 3.

Click → Proceed to Agent



How can we help ?

Please type your question below

unihub password reset

SEARCH AGAIN

Do any of these help?

IT Services:
The IT team provide equipment and offer support software such as Microsoft Office, as well as add...

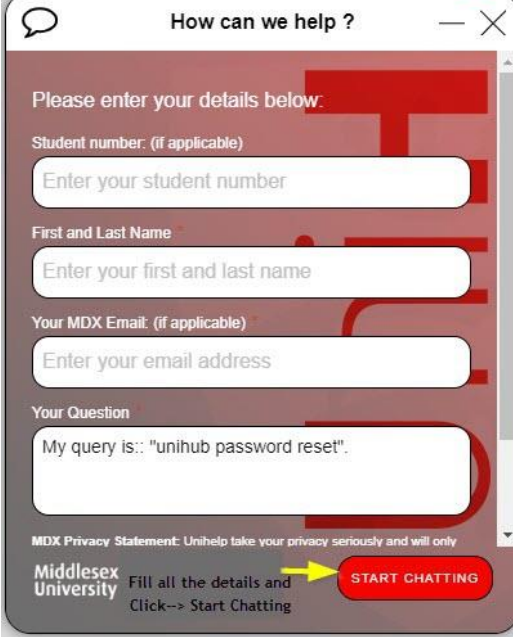
Click --> Proceed to Agent

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PROCEED TO AGENT

Step 4.

Click → Start Chatting



How can we help ?

Please enter your details below:

Student number: (if applicable)
Enter your student number

First and Last Name
Enter your first and last name

Your MDX Email: (if applicable)
Enter your email address

Your Question
My query is:: "unihub password reset".

MDX Privacy Statement: Unihelp take your privacy seriously and will only

Middlesex University Fill all the details and Click--> Start Chatting

START CHATTING

Now you will get connected to UK Helpdesk and you can request them for the Password Reset for your UNIHUB Account.

You can also Call UK Helpdesk **0044208 411 6060 (International)**

Please Note for CHAT/CALL Option:

UK Helpdesk Working Hours:

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*****END*****