

Colleagues if you have a password issue your first port of call should be emailing Kevin on:

[kmcgreevy949@c2ken.net](mailto:kmcgreevy949@c2ken.net)

If he's unavailable, try the options below:

### Password has Expired:

Passwords expire 120 days after they were last reset. If you know your password but it has expired then do the following:

If a password expires, or needs to be reset and the user knows their old password they can go to <https://services.c2kni.net/ums>.

Enter the required details as per the screenshot below and the new password will be registered.

**Change Password**

Please complete all fields marked with \*


Username \*

Current Password \*

New Password \*

Re-enter Password \*

Verification \* Type the characters shown in the image below



### You do not know your password or the account is locked:

Call the C2K service desk: **08706011666**

Quote your DENI number: **1230182**

## **For pupil Password Resets:**

A special service has been put in place which allows a parent or guardian to email [resetmypassword@c2kni.org.uk](mailto:resetmypassword@c2kni.org.uk) and provide the following information:

- Student First Name and Surname
- Student Date of Birth
- Student Username
- Name of School
- School Address

EA staff will then make contact with the parent/guardian who will be asked to provide some additional details to verify the pupil's identity.

The member of C2k staff will check the details provided against the records held in the school and once verified, will reset the pupil's password.