



# MTU

Ollscoil Teicneolaíochta na Mumhan  
Munster Technological University

## Password Reset - MTU

**1 - Go to <https://outlook.com/mtu.ie>**  
Click on **'Forgotton my password'**.

**2 - Enter the: Staff/Student ID**

**Fill the Captcha**

**Click 'next'**

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← ms

### Enter password

.....|

**Forgotton my password**

**Sign in**

Sign in with your MTU Staff number  
MSNumber@mtu.ie eg. MS0012345@mtu.ie

IT Support Channels Available

MTU Kerry Campuses Staff - Helpdesk@mtu.ie

MTU Cork Campuses Staff - Servicedesk@mtu.ie

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### Get back into your account

Who are you?

To recover your account, begin by entering your email address or user name.

Email or Username: \*

ms0012345@mtu.ie

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

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

**Next** Cancel

**Staff - @mtu.ie**

Email or Username: \*

ms0012345@mtu.ie

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

**Student - @mymtu.ie**

Email or Username: \*

R00012345@mymtu.ie

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

**3 - You will be prompted for the 6 digit code in the Authenticator App. Enter this and click 'Next'.**

*This is the one time password. It will refresh every 30 seconds*

**4 - You will be asked to:**

*Enter a new Password*

*Confirm the new Password*

*Click 'Finish'*

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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:

Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

Enter your verification code

**Next**

Cancel

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### Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

Password strength

\* Confirm new password:

**Finish** Cancel

A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers and symbols. They cannot contain your username.

*Please note password complexity requirements*

**4 - Your Password is now updated.**

Microsoft

### Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).