

A stylized graphic in a light gray color on a dark gray background. It depicts a hand with fingers slightly curled, holding a circular object. The hand is positioned on the right side, with the fingers pointing towards the top right. The circular object is partially visible, showing its outer ring and a dark inner circle. The overall style is minimalist and modern.

Computer Accounts



Accessing Your Account

Before you use Key/Lifestyles computers you should read the ICT Policy.

A copy can be found online at:
<https://ictsupport.org.uk/policy/>

Who receives an account?

All workers for Key and Lifestyles, including those on the relief register, receive their own personal account. These have many uses including providing access to email, Microsoft Teams and eLearning.

How do I receive my account details?

If you believe your details, such as job title are incorrect, contact ICT staff to have these checked and amended.

ICT cannot make changes to or create accounts until HR have confirmed the details.

Managers will be notified when new accounts have been created for their service. The staff member should contact the Helpdesk (0141 342 1570) for their password. We are unable to provide passwords to anyone other than the account holder and are unable to provide these via email.

Passwords should not be disclosed to others.

Support Workers are, at present, unable to change their password. All other users are able to change their own password using the instructions later in this guide.



Changing Passwords

How do I change my password?

1. Goto login.microsoftonline.com in any web browser.
2. Enter your username (your email address) and click 'Next'.
3. Click 'Forgot my password'.

← [Redacted]
Enter password
Password
Forgot my password
Sign in

4. You may be asked to confirm your username and to type the characters shown on screen. Do this and click 'Next'.

To recover your account, begin by entering your user ID and the characters
User ID: [Redacted]
@key.org.uk
Example: user@contoso.onmicrosoft.com or user@contoso.com
YBG
YGNYY
Enter the characters in the picture or the words in the audio.
Next Cancel

5. Authenticate in the same way you would when logging into the VDI.
6. Enter and confirm your new password, clicking 'Finish' when done.

Get back into your account

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

* Enter new password:
.....
* Confirm new password:
.....
Finish Cancel

Remember when creating your password it has to be at least 16 characters. You cannot reuse any of your previous 10 passwords.



Logging on to PCs

How do I log in to the PC?

Each user has their own login. Your password should be unique to you and should not be shared with anyone, this includes your manager. If you forget your password see the 'Changing Passwords' section for instructions on how to change it.

Support Workers can use their account to log into the PC in order to use Microsoft Edge to complete eLearning.

The name/email address of the last person logged into the PC will be displayed. If this is not you, use the 'Change User' option to switch user.

1. Type your username - your email address.
2. Type your password.
3. Press <Return> or <Enter>.