My Advance HE – forgotten password

1. Visit My Advance HE [https://my.advance-he.ac.uk/](https://my.advance-he.ac.uk/) and click on Sign in, top right
2. Click on “Forgot your password?” link above the purple sign in button
3. Enter your email address and click Send verification code
4. You will receive an email from Microsoft on behalf of Advance HE. We use Microsoft portal technology to securely host My Advance HE. The email will come from msonlineservicesteam@microsoftonline.com

The email will look similar to that below and will contain a 6 digit verification code specific to you.

Verify your email address

Thanks for verifying your phil.dunseath@advance-he.ac.uk account!

Your code is: ***

Sincerely,
AdvanceHE

This message was sent from an unmonitored email address. Please do not reply to this message.
5. Copy paste the code into the My Advance HE screen you were on and click Verify Code.
6. Click Continue
7. Enter a new password and confirm the new password then click Continue
8. If you see this screen just click Sign in
9. Enter your email address and the new password you created, then click on Sign in
10. You will then be taken to the portal home page where you can navigate to My Profile, Programmes and Events and Fellowship.
11. **Help and Support** – if you experience any problems using My Advance HE you can click on the **Need help?** button and submit a customer support form. One the Advance HE team will be in contact to help resolve your issue.