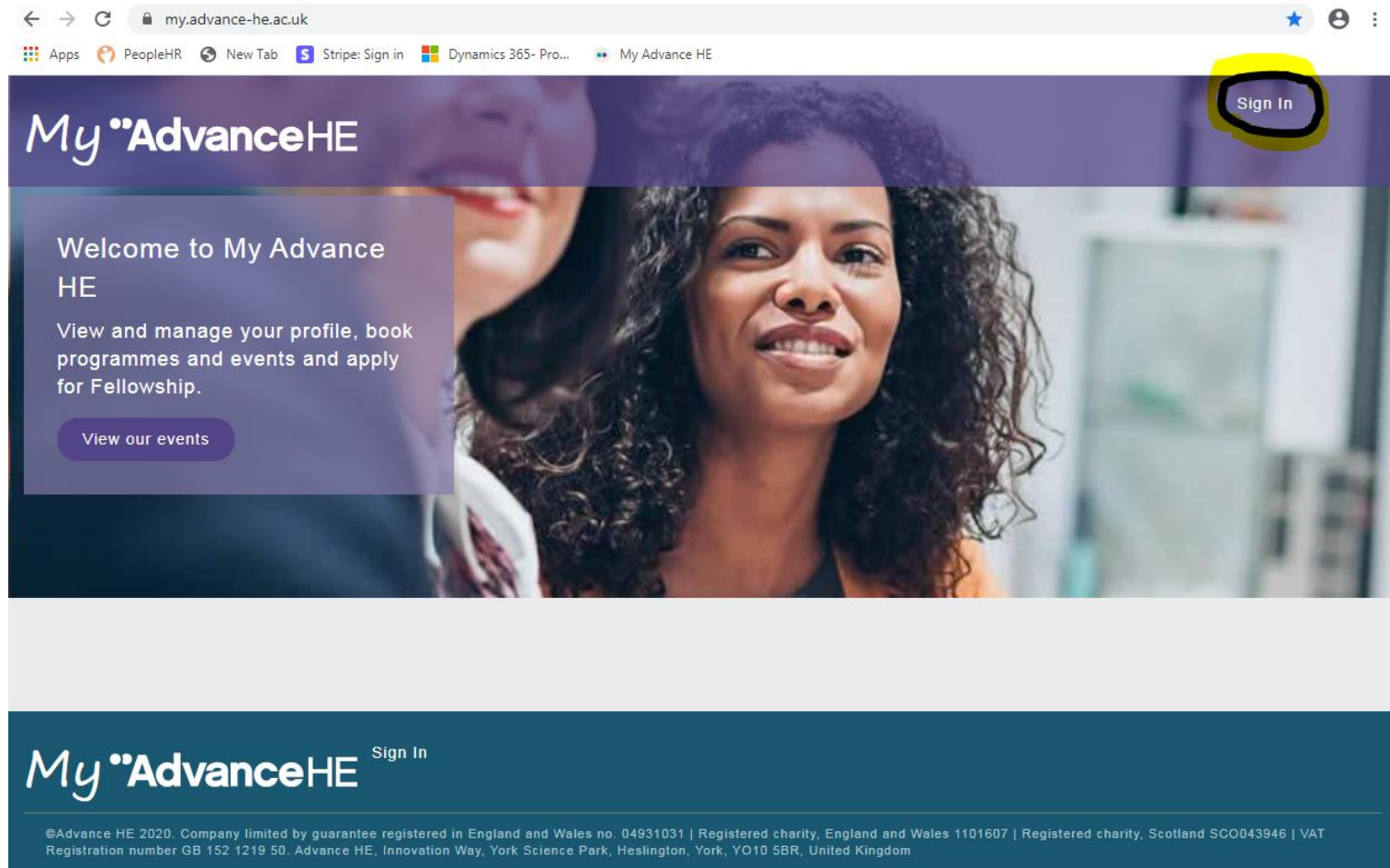


# My Advance HE – forgotten password

1. Visit My Advance HE <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

**My AdvanceHE**

If this is your first visit to My Advance HE since our new portal launched on 3rd September 2020, you will need to click 'Sign up now' to activate your account.

If you already have an account please sign in.

Forgot your password?

Sign in

Don't have an account? [Sign up now](#)

Need help to sign in? Please email [mysupport@advance-he.ac.uk](mailto:mysupport@advance-he.ac.uk) or visit our [support page](#).

3. Enter your email address and click Send verification code

< Cancel

# My AdvanceHE

To reset your password please enter your email address and click the Send verification code button. Then enter the code from the email you receive from Microsoft on behalf of Advance HE to create a new password.

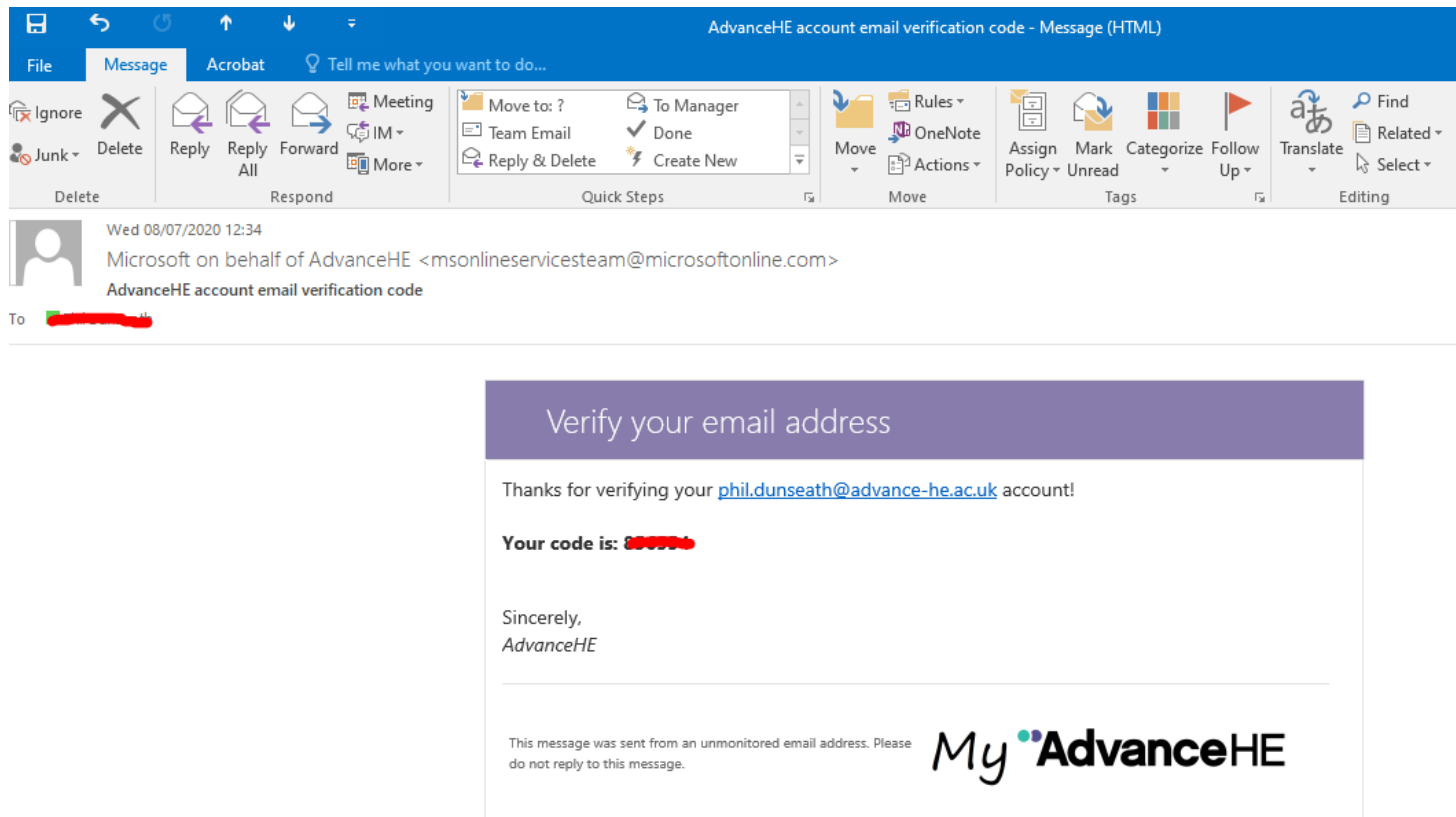
Email Address

Send verification code

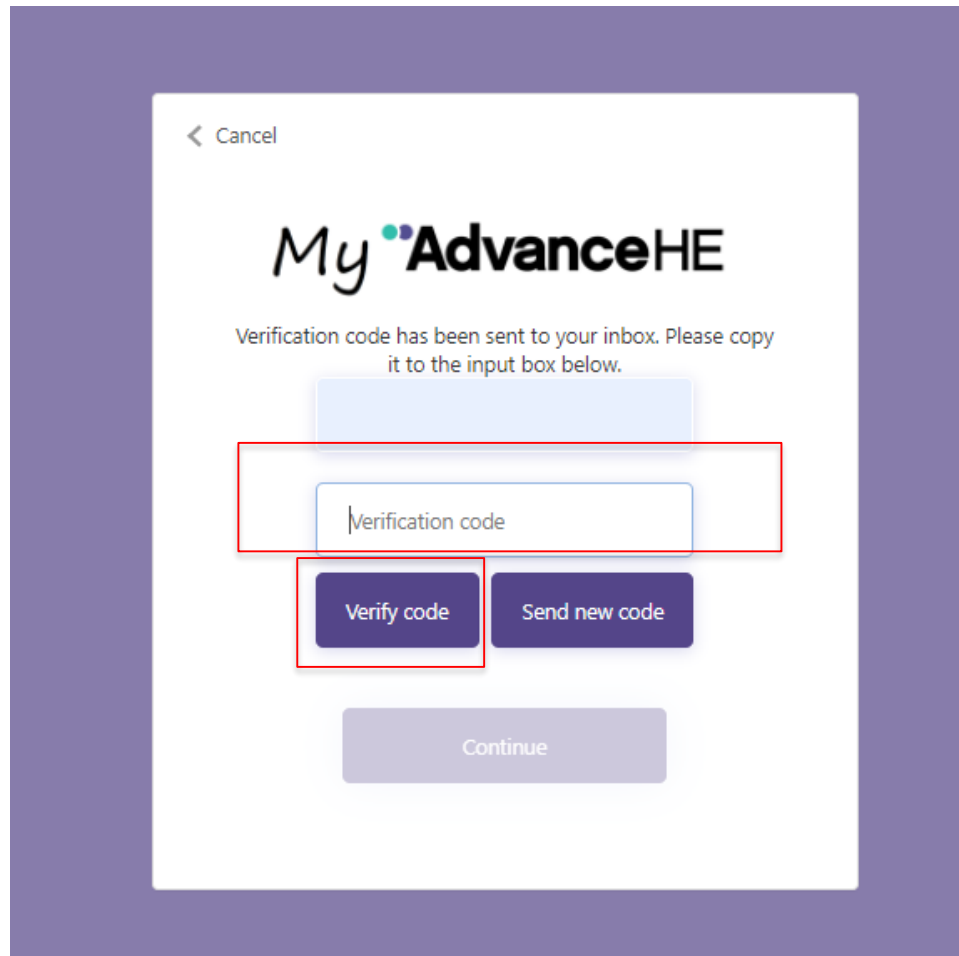
Continue

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](mailto:msonlineservicesteam@microsoftonline.com)

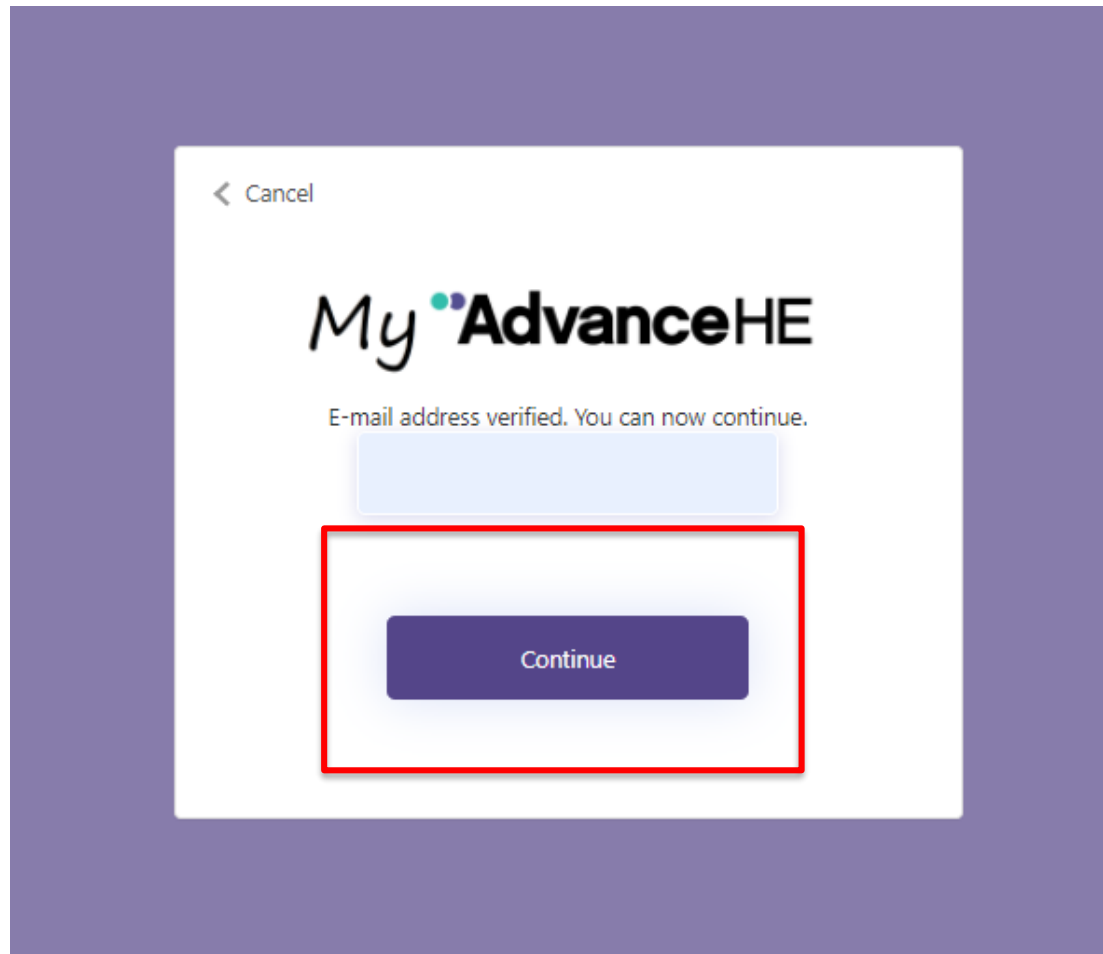
The email will look similar to that below and will contain a 6 digit verification code specific to you.



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

< Cancel

**My AdvanceHE**

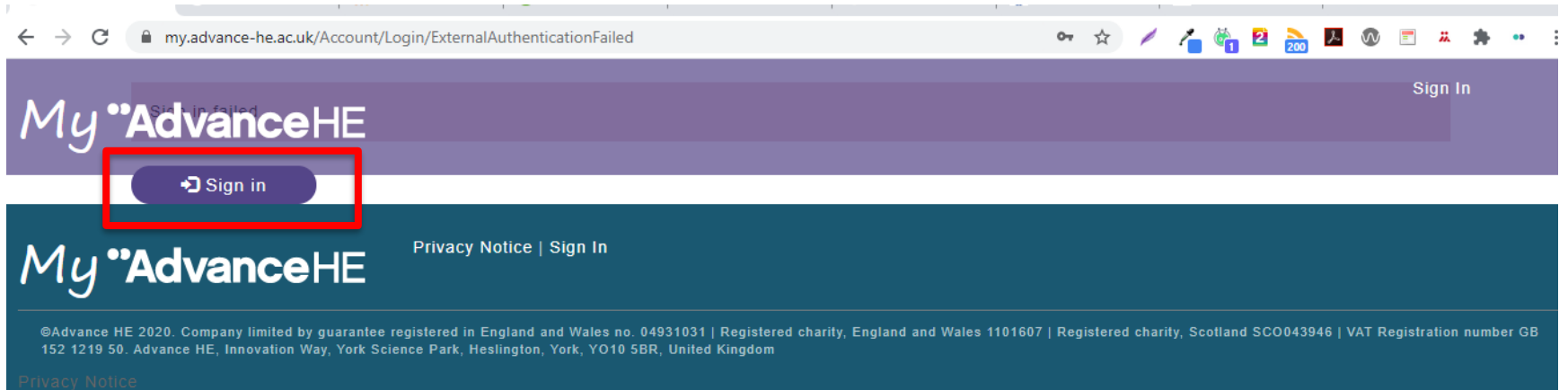
Please provide the following details.

New Password

Confirm New Password

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

**My AdvanceHE**

If this is your first visit to My Advance HE since our new portal launched on 3rd September 2020, you will need to click 'Sign up now' to activate your account.

If you already have an account please sign in.

Enter email address

Enter password

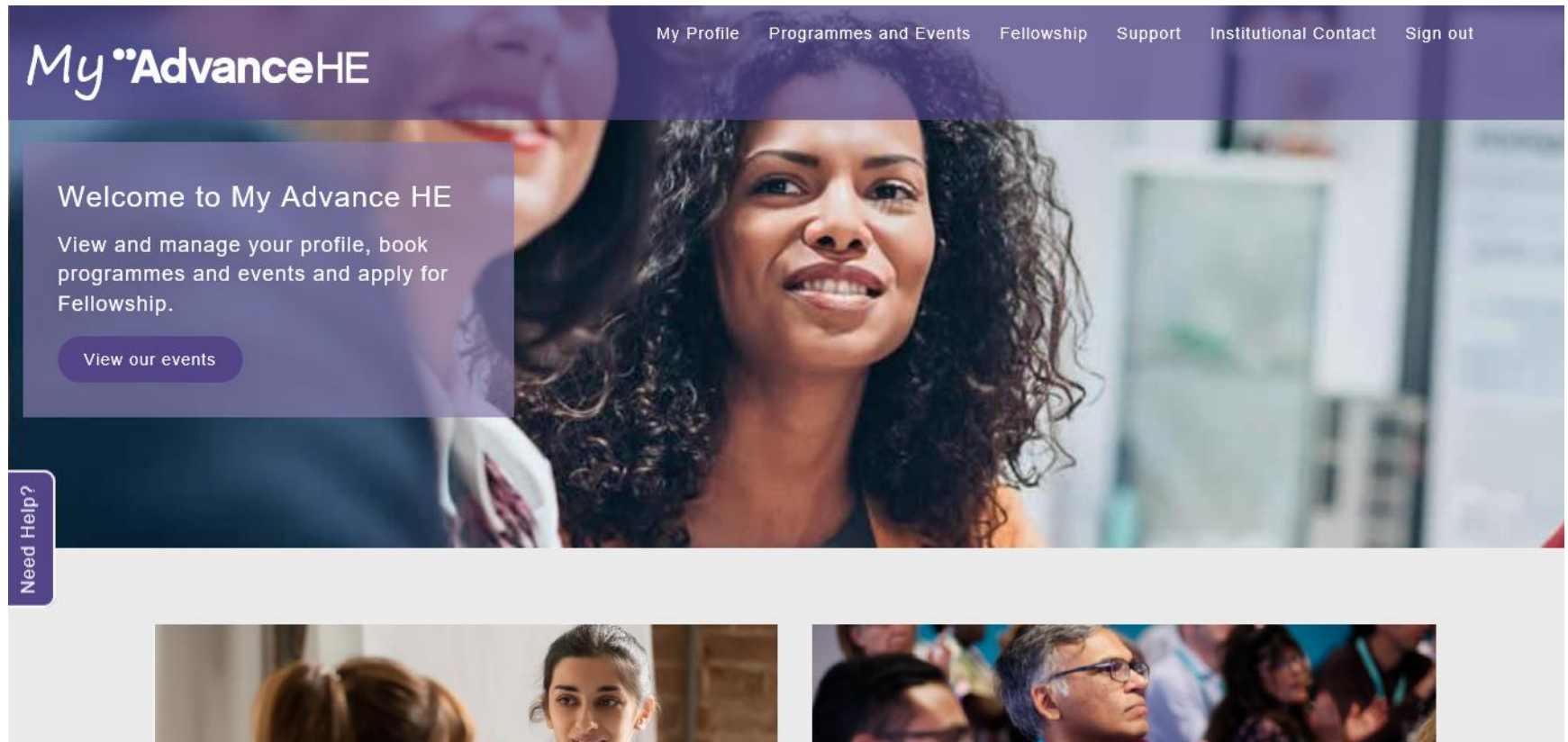
[Forgot your password?](#)

**Sign in**

[Don't have an account? Sign up now](#)

Need help to sign in? Please email [mysupport@advance-he.ac.uk](mailto:mysupport@advance-he.ac.uk) or visit our [support page](#).

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.

The image shows a screenshot of the My Advance HE user interface. On the left, a vertical sidebar contains a purple button labeled "Need Help?" which is highlighted with a red rectangular box. The sidebar also lists various categories such as "Teaching and Learning", "Leadership and Management", "Governance", "Equality, Diversity and Inclusion", and "Disciplines".

Overlaid on the right side of the screenshot is a modal window titled "Report an issue". The modal contains the following text and form elements:

- A close button (X) in the top right corner.
- Text: "We're here to help"
- Text: "If you are experiencing any issues using My Advance HE, please complete the form below and one of our support team will be in touch to help."
- A horizontal separator line.
- Text: "Please provide a brief summary of your issue"
- A text input field.
- Text: "Which area of My Advance HE are you having difficulty with?"
- A dropdown menu.
- Text: "Please describe the issue you are experiencing"
- A text input field.