

## C2K Password Reset Instructions from Home

C2k Passwords automatically expire 120 days after they were last reset in order to maintain a level of security on the system.

**Your child's password will need reset as it will expire very soon.**

There are 2 options when resetting a c2k password from home:

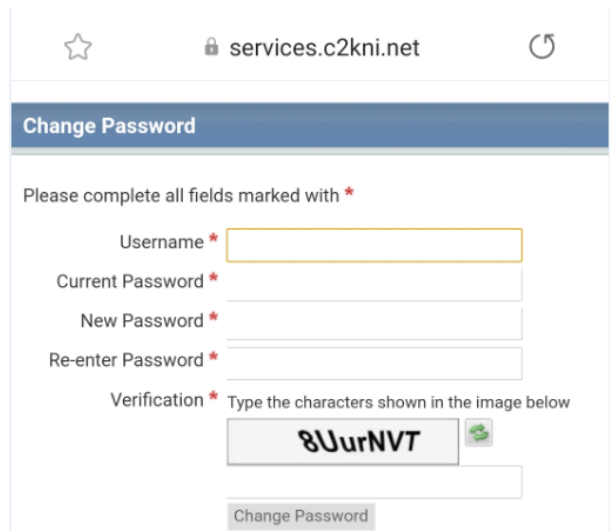
Option 1- Open the following link or type it into your Internet Browser (e.g Chrome, Edge, Safari, Mozilla etc.):

<https://services.c2kni.net/ums>

It should display a page identical to this:

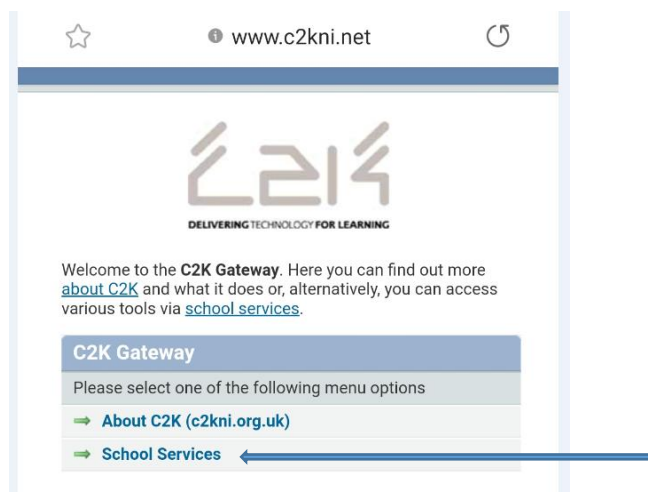
-You or your child should put in their current username (e.g. dpotts727 or jbloggs453) and current password before choosing a new password.

-The new password must be at least 8 characters and can't be one that has been used before.

A screenshot of a web browser showing the 'Change Password' page on services.c2kni.net. The page has a blue header with the title 'Change Password'. Below the header, it says 'Please complete all fields marked with \*'. There are five input fields: 'Username \*', 'Current Password \*', 'New Password \*', 'Re-enter Password \*', and 'Verification \*'. The 'Verification' field has a small image of a green recycling symbol. Below the input fields is a 'Change Password' button. The browser's address bar shows 'services.c2kni.net'.

OR

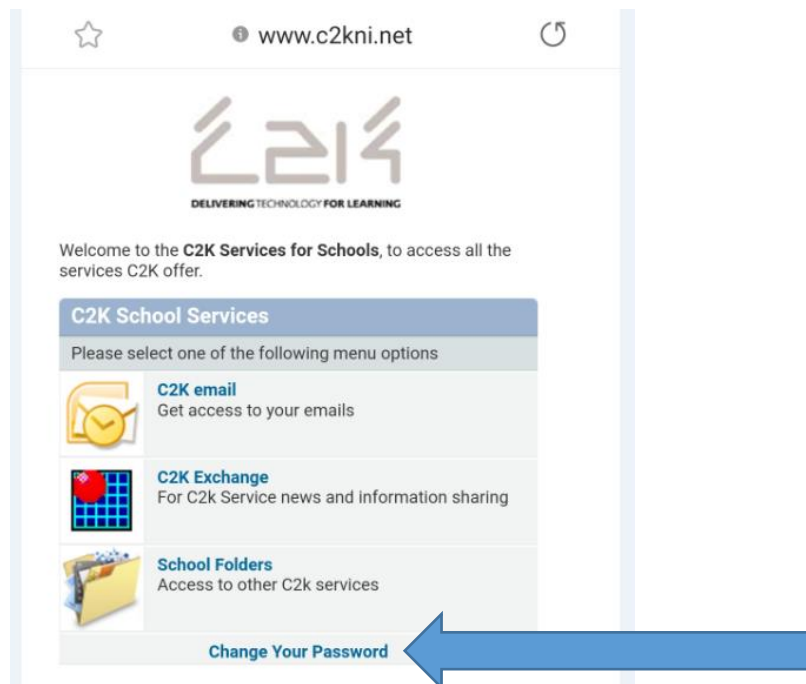
Option 2- Open the following link [www.c2kni.net](http://www.c2kni.net) and click on 'School Services'.

A screenshot of the C2K Gateway page on www.c2kni.net. The page has a blue header with the C2K logo and the tagline 'DELIVERING TECHNOLOGY FOR LEARNING'. Below the header, it says 'Welcome to the C2K Gateway. Here you can find out more about C2K and what it does or, alternatively, you can access various tools via school services.' There is a blue button labeled 'C2K Gateway'. Below the button, it says 'Please select one of the following menu options'. There are two menu options: 'About C2K (c2kni.org.uk)' and 'School Services'. A blue arrow points to the 'School Services' option. The browser's address bar shows 'www.c2kni.net'.

(Cont.)



-Next, select the words, 'CHANGE YOUR PASSWORD'.



The following page should then be displayed:

-You or your child should put in their current username (e.g. dpotts727 or jbloggs453) and password before choosing a new password.

-The new password must be at least 8 characters and can't be one that has been used before.

A screenshot of the 'Change Password' form on the 'services.c2kni.net' website. The browser address bar shows 'services.c2kni.net'. The form has a title bar 'Change Password' and a instruction: 'Please complete all fields marked with \*'. It contains five input fields: 'Username \*', 'Current Password \*', 'New Password \*', 'Re-enter Password \*', and 'Verification \*'. The 'Verification' field includes a CAPTCHA image showing the characters '8UurNVT'. Below the fields is a 'Change Password' button.