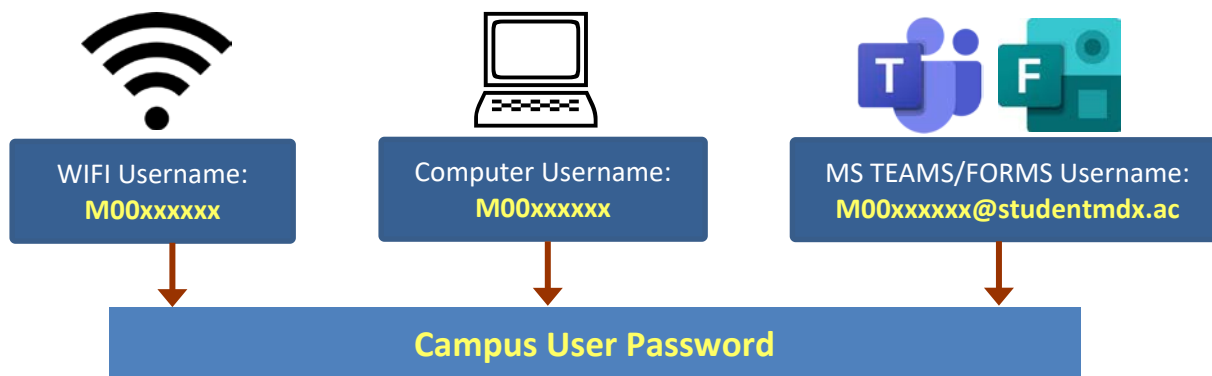


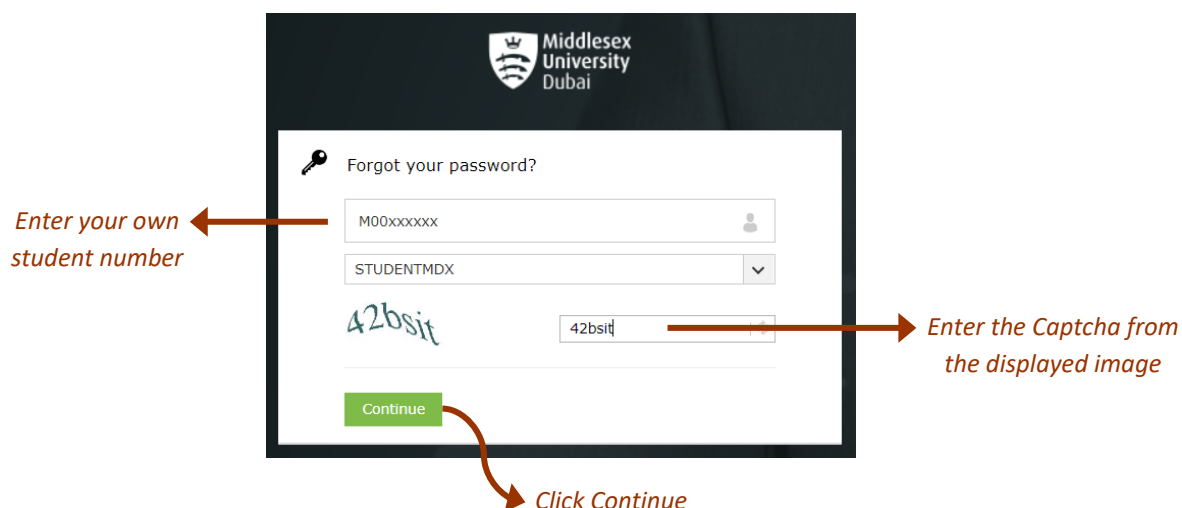
For logging into I.T. services such as WIFI, MS Teams & Computer Labs, students use one (1) campus user password.



You can reset your local login password if you have access to your student email (@live.mdx.ac.uk)

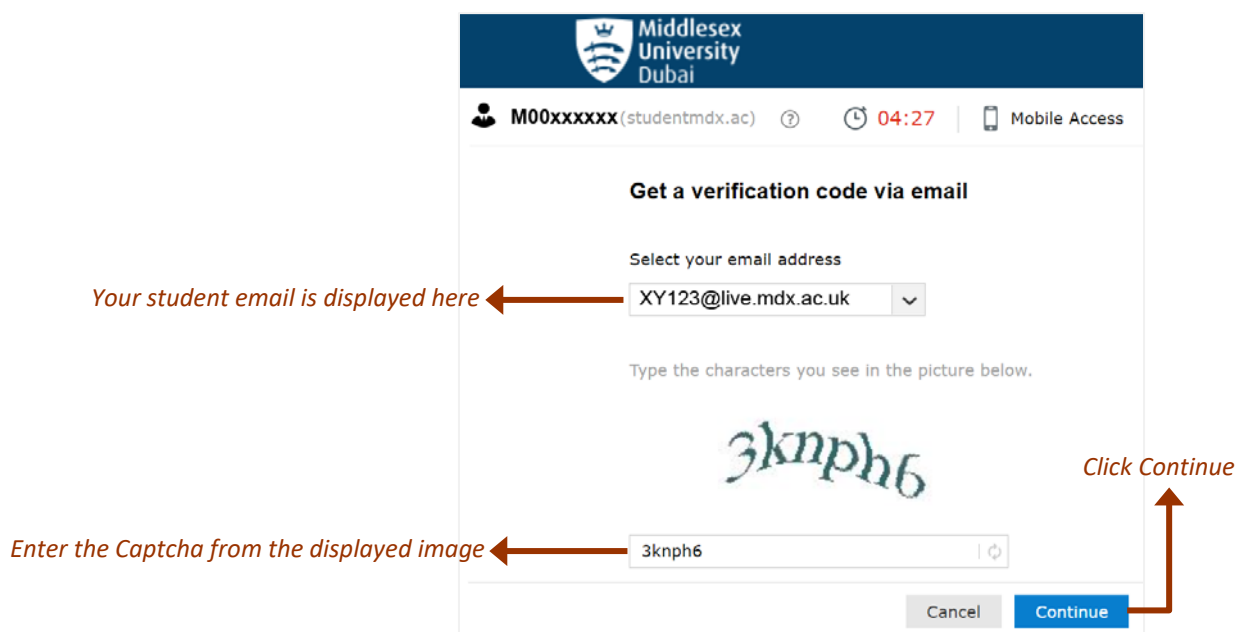
If not, please email [helpdesk@mdx.ac.ae](mailto:helpdesk@mdx.ac.ae) to help you with your password reset options.

**[Step 1]** Go to the link: <https://changepassword.mdx.ac.ae/>



This screenshot shows the 'Forgot your password?' form on the Middlesex University Dubai website. Annotations with arrows point to specific fields: 'Enter your own student number' points to the 'M00xxxxxx' input field; 'Enter the Captcha from the displayed image' points to the '42bsit' captcha input field; and 'Click Continue' points to the green 'Continue' button at the bottom.

**[Step 2]** Verify your student email address and enter the Captcha



This screenshot shows the email verification step. The header displays the user's email 'M00xxxxxx@studentmdx.ac'. The main heading is 'Get a verification code via email'. An annotation 'Your student email is displayed here' points to the email address in the dropdown menu. Below, a captcha image shows the characters '3knph6'. An annotation 'Enter the Captcha from the displayed image' points to the '3knph6' input field. Finally, an annotation 'Click Continue' points to the blue 'Continue' button at the bottom right.

**[Step 3]** Check your student email for the verification code sent by MDX IT <[no-reply@mdx.ac.ae](mailto:no-reply@mdx.ac.ae)>

Dear Student,

We understand that you want to reset your password/unlock account. To prove your identity, please enter this verification code in the password reset/unlock account page: **88207415**

Regards,  
I.T. Help Desk  
Middlesex University Dubai  
a. Dubai Knowledge Park, Blocks 4, 16, 17 & 19  
t. +971 (0)4 367 8126  
e. [helpdesk@mdx.ac.ae](mailto:helpdesk@mdx.ac.ae)  
w. [www.mdx.ac.ae](http://www.mdx.ac.ae)


**[Step 4]** Enter the code received on your email and Captcha before clicking Continue.


**Verification code has been sent to XY123@live.mdx.ac.uk**

Once you have received the code, Please enter it in the textbox below

Enter Code correctly →  [Resend Code](#)

Type the characters you see in the picture below.



Enter the Captcha from the displayed image →  

[Click Continue](#) →


**Reset Password**


\* New Password

\* Confirm New Password

- ✓ Minimum length should be at least 8
- ✓ Number of special characters to include 1
- ✓ Must contain at least 1 upper case character(s)
- ✓ Must contain at least 1 lower case character(s)
- ✓ Number of numerals to include 1
- ✓ Must not be a palindrome
- ✓ Must not contain any character more than 2 times consecutively
- ✓ Must not have 5 consecutive character(s) from username
- ✓ Must not contain restricted patterns [List](#)

Type the characters you see in the picture below.





**[Step 5]** Enter your personalized password twice and make sure that you follow the complexity level below.

*New Password must conform to minimum system requirements*

*Enter the Captcha from the displayed image*

*Click Reset Password*

Once new password has been accepted, there will be a confirmation notice.

✓ Password reset successful for the following account(s)

- M00xxxxxx - studentmdx.ac

[Back to home](#)