

In this guide, you will be able to reset your password using two methods:

- ☒ By clicking Forgotten your password link which will only work when you have successfully setup at least two authentication methods.
- ☒ By contacting UniHelp desk representative either through online chat or call.

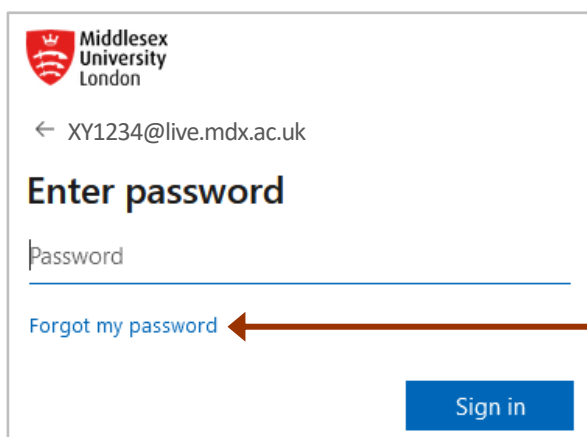
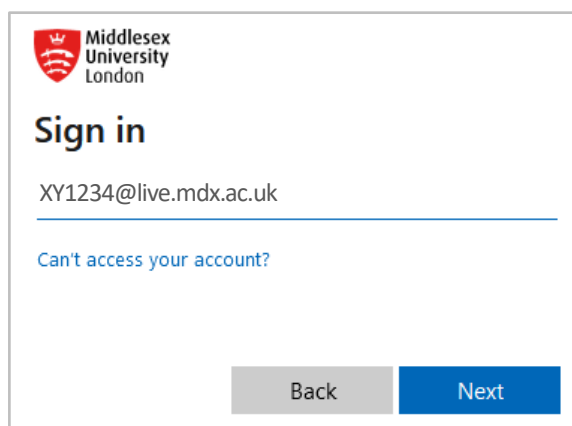
Reset your own Password (with active 2-Factor Authentication Methods)

Students can reset their own password if they have setup 2 authentication methods. This is through using the Microsoft authenticator APP and another method (either Mobile Phone verification, Personal Email or others).


[Step 1] Open a browser and go to this site: <https://unihub.mdx.ac.uk/>

Click **myUnihub**.

Enter your full student email address (@live.mdx.ac.uk) and click Next.



On Enter password page, click [Forgot my password?](#)




Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

[Next](#) [Cancel](#)

[Step 2] Enter your own Student email address
(i.e. XY1234@live.mdx.ac.uk)

Enter the CAPTCHA characters displayed
on the screen.

[Step 3] Select the option, 'I forgot my password'

Then click [Next](#)



Get back into your account

Why are you having trouble signing in?

☒ I forgot my password
No worries, we'll help you to reset your password using the security info you registered with us.

☐ I know my password, but still can't sign in
This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

[Next](#) [Cancel](#)

[Step 4] You will go through a series of verification depending on the authentication options you have chosen.

Select this option:

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

☐ Text my mobile phone

☐ Call my mobile phone

☐ Call my office phone

☒ Approve a notification on my authenticator app

☐ Enter a code from my authenticator app

Send a notification to your authenticator app on your mobile device.

[Send Notification](#)



Approve sign-in?
Middlesex University
XY1234@live.mdx.ac.uk

DENY **APPROVE** ✓

There will be a pop-up notification on your mobile or inside Authenticator App. Click **'APPROVE'** to proceed.

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

☒ Text my mobile phone
☐ Call my mobile phone
☐ Call my office phone

In order to protect your account, we need you to enter your complete mobile phone number (*****86) below. You will then receive a text message with a verification code which can be used to reset your password.

971501234586

Text

You can either select to Text (send SMS) or call to your registered mobile phone.

When entering the number please include the number that is setup before. Include country and area code without '+' or '00' at the beginning.

As per UAE number, you should be entering 971, followed by your mobile number eliminating '0' at the beginning.

For Example:

Mobile#: 0501234586 Enter **971501234586**

Check your mobile notification for the text message

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

☒ Text my mobile phone
☐ Call my mobile phone
☐ Call my office phone

We've sent you a text message containing a verification code to your phone.

472988

Next Try again
Contact your administrator

← Enter the code you received and click Next

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

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish Cancel

- ✓ Minimum length should be at least 8 characters
- ✓ Must contain at least 1 upper case character (A,B,C,D,E,F...)
- ✓ Must contain at least 1 lower case character (a,b,c,d,e,f...)
- ✓ Must contain at least 1 numerals (1,2,3,4,5,6...)
- ✓ Must contain at least 1 special character (\$,#,%,@,*...)
- ✓ Must not contain your name or any part of your name

Note: Please make sure you can remember your new password.
The same new password will be used for your Student email
(@live.mdx.ac.uk)



Get back into your account



Your password has been reset

Reset Password through UniHelp

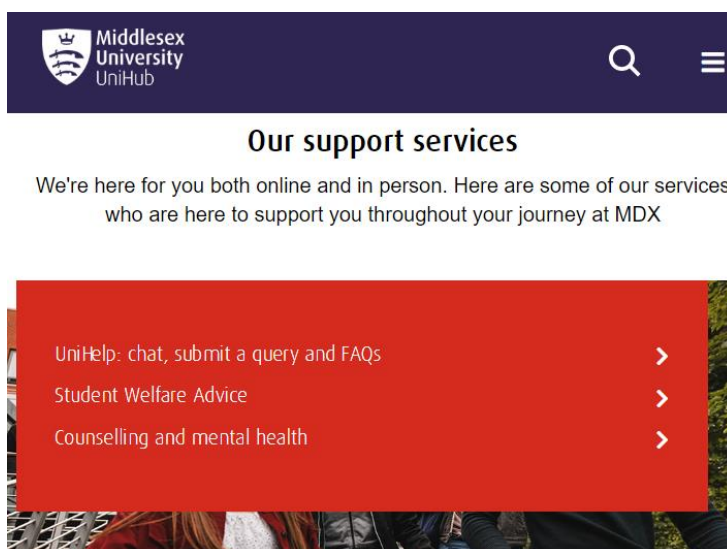
[Step 1:] Open a browser and go to this site:

<https://unihub.mdx.ac.uk/>

Click [UniHelp: chat, submit a query and FAQs](#)

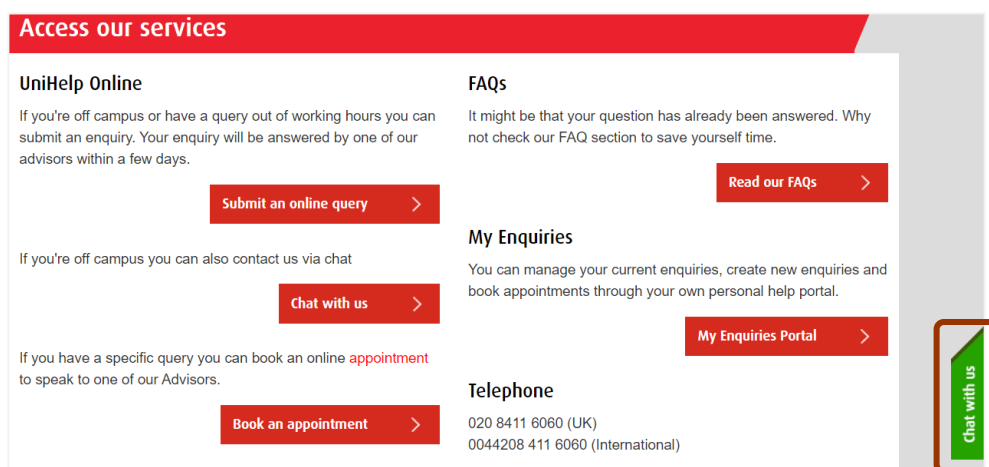
You will be directing to

<https://unihub.mdx.ac.uk/support/unihelp>



There are various ways to contact UniHelp. For overseas campus like Dubai, the fastest way is either through Calling or Chatting online.

Please take note of the timings at the top of the page. Keep in mind that the times are shown as per London therefore you need to adjust it according to Dubai timings.



[Step 2] Click **Chat with us** on the right side of the page.

Enter your question

How can we help?

Please type your question below

SEARCH

and click '[SEARCH](#)'

Chat to an advisor in your preferred language!

Please enter your details below:

Student number: (if applicable)

First and Last Name *

Your MDX Email (if applicable): *

Your Question *

.

Middlesex University

START CHATTING

Fill up your details correctly

Click '[START CHATTING](#)'

Wait for a UniHelp representative to respond.
 You will be asked a series of questions for verification.
 You can then ask to reset your UniHub password.
 Try them out first and then close the chat.

Chat with us

Hello

FirstName LastName