



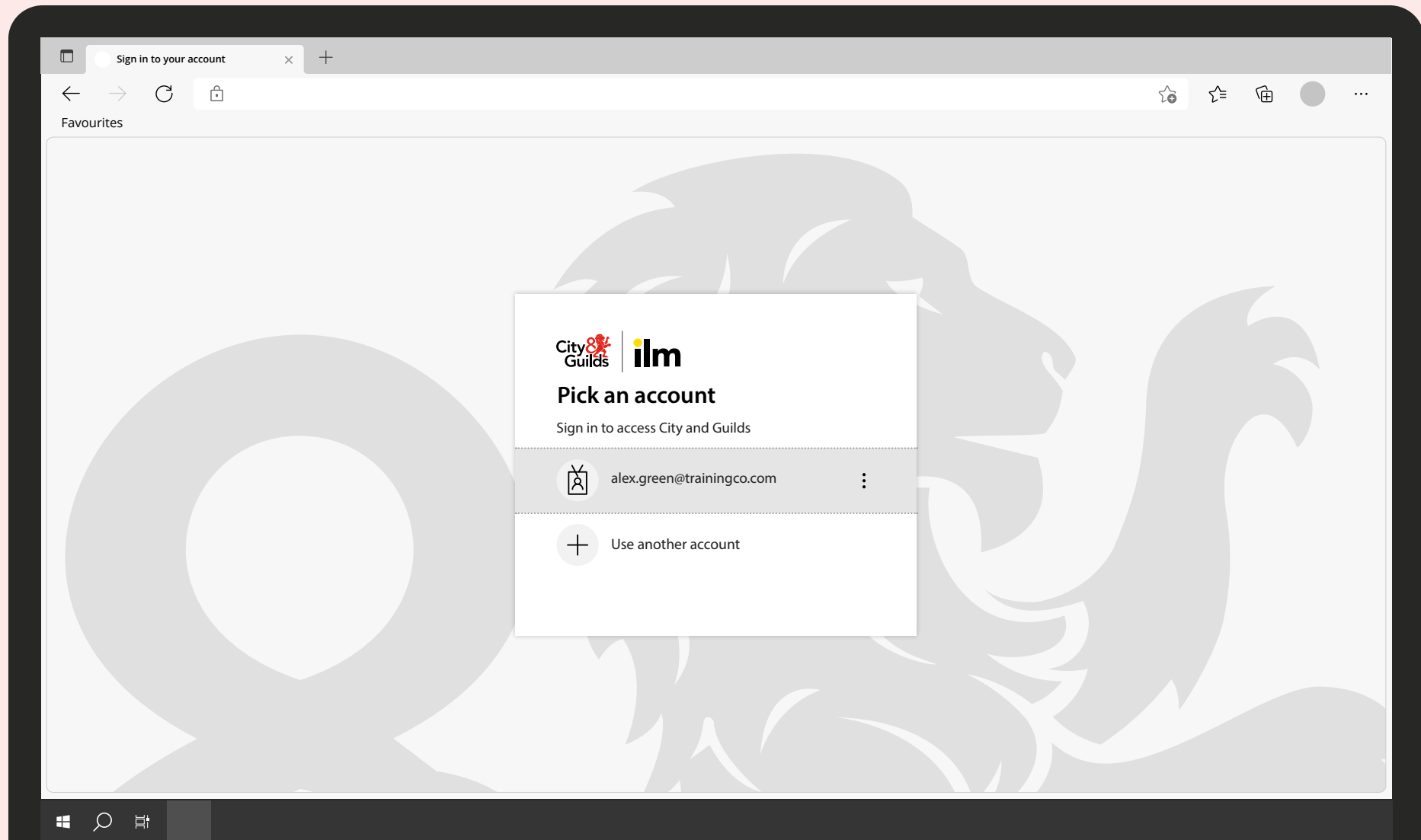
How to reset your password

Existing user self-serve

1.

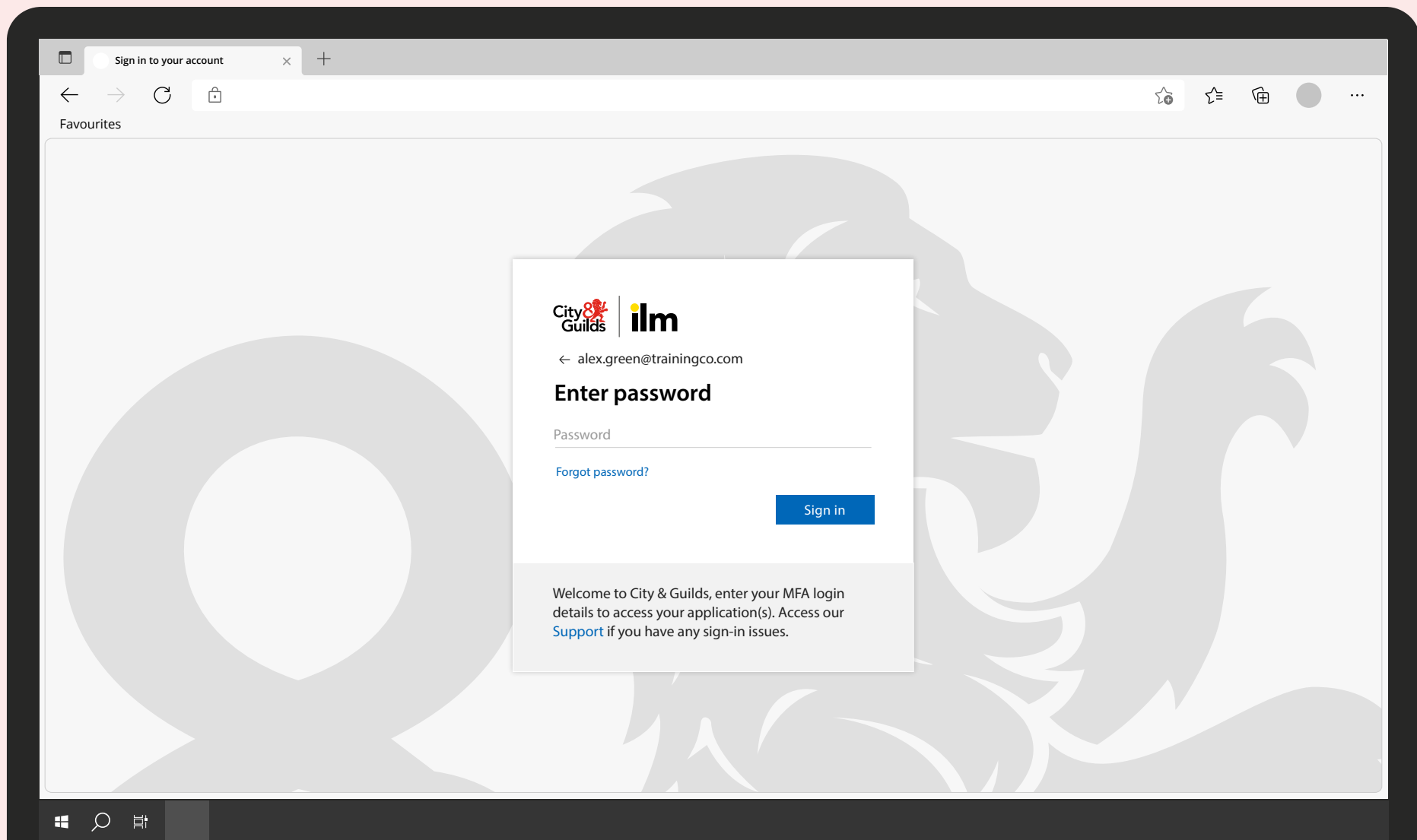
Firstly, you will need to head to the platform you wish to access and log in.

Select your MFA account.



2.

Click 'Forgot password?'.



3.

You will receive an email with an account verification code. Copy the code from the email.

City and Guilds

Account verification code

To access **City and Guilds** apps and resources, please use the code below for account verification. The code will only work for 30 minutes.

Account verification code:

13783806

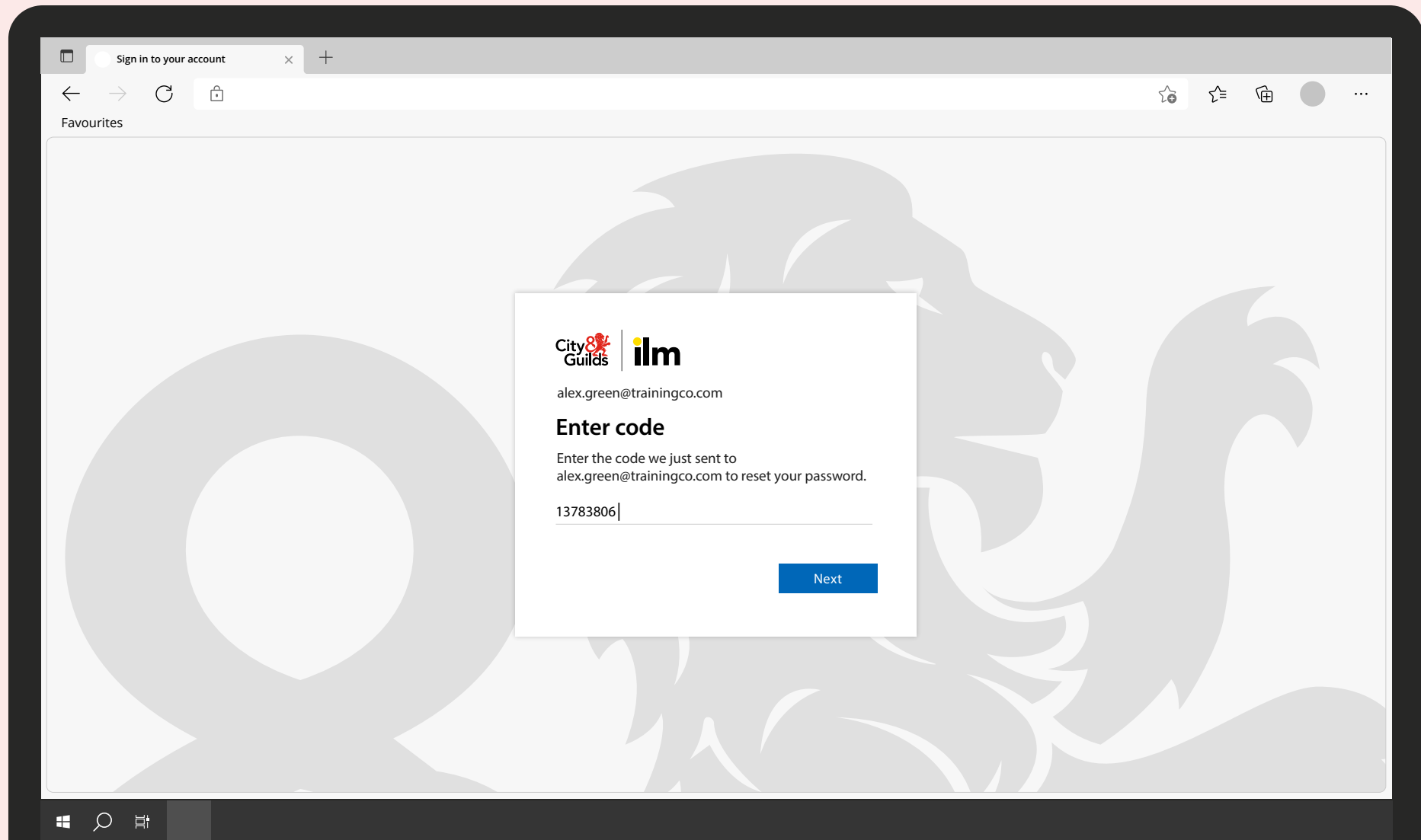
If you didn't request a code, you can ignore this email.

[Privacy Statement](#)

Microsoft Corporation, One Corporation Way, Richmond, WA 98052

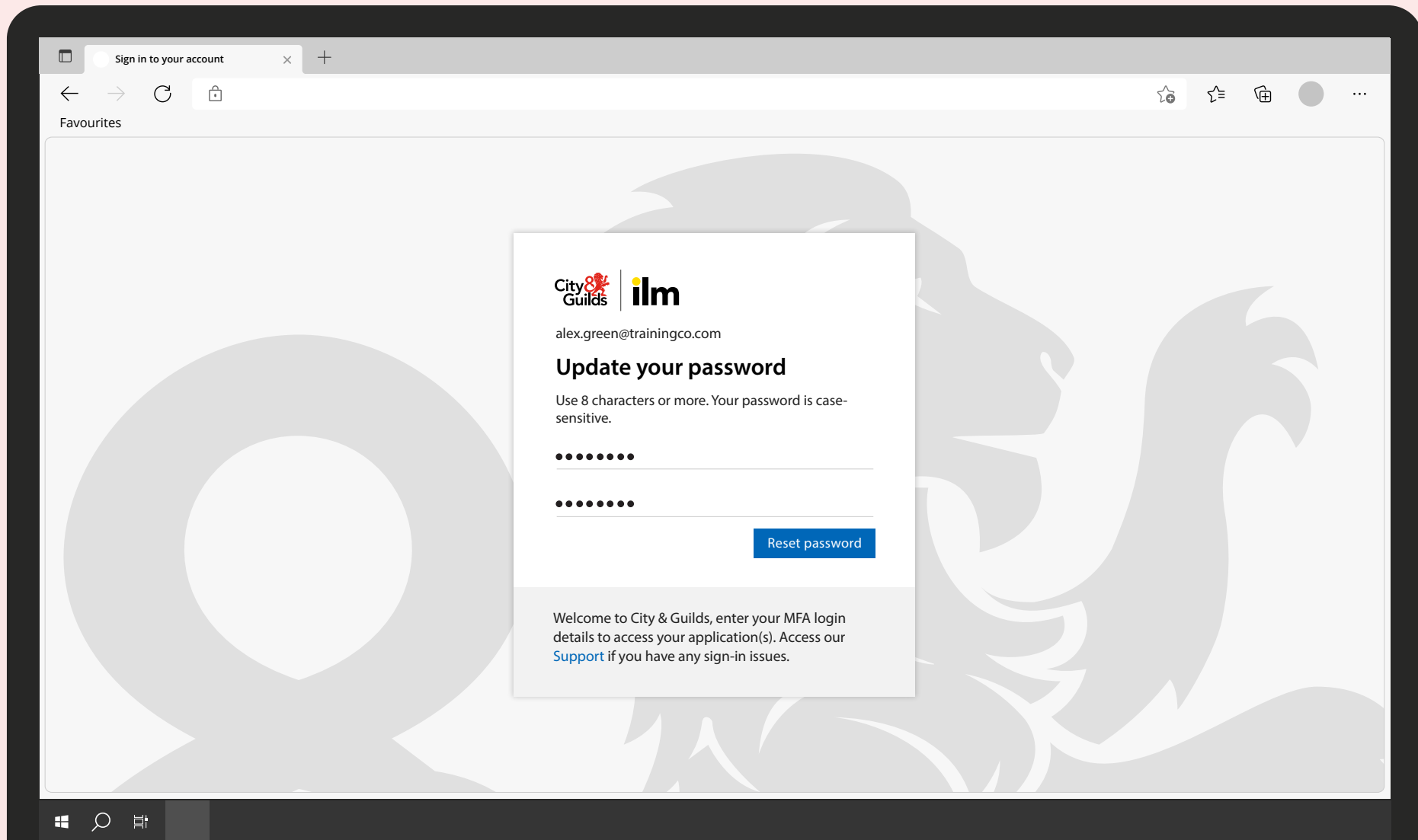
4.

Enter the account verification code where prompted and click 'Next'.



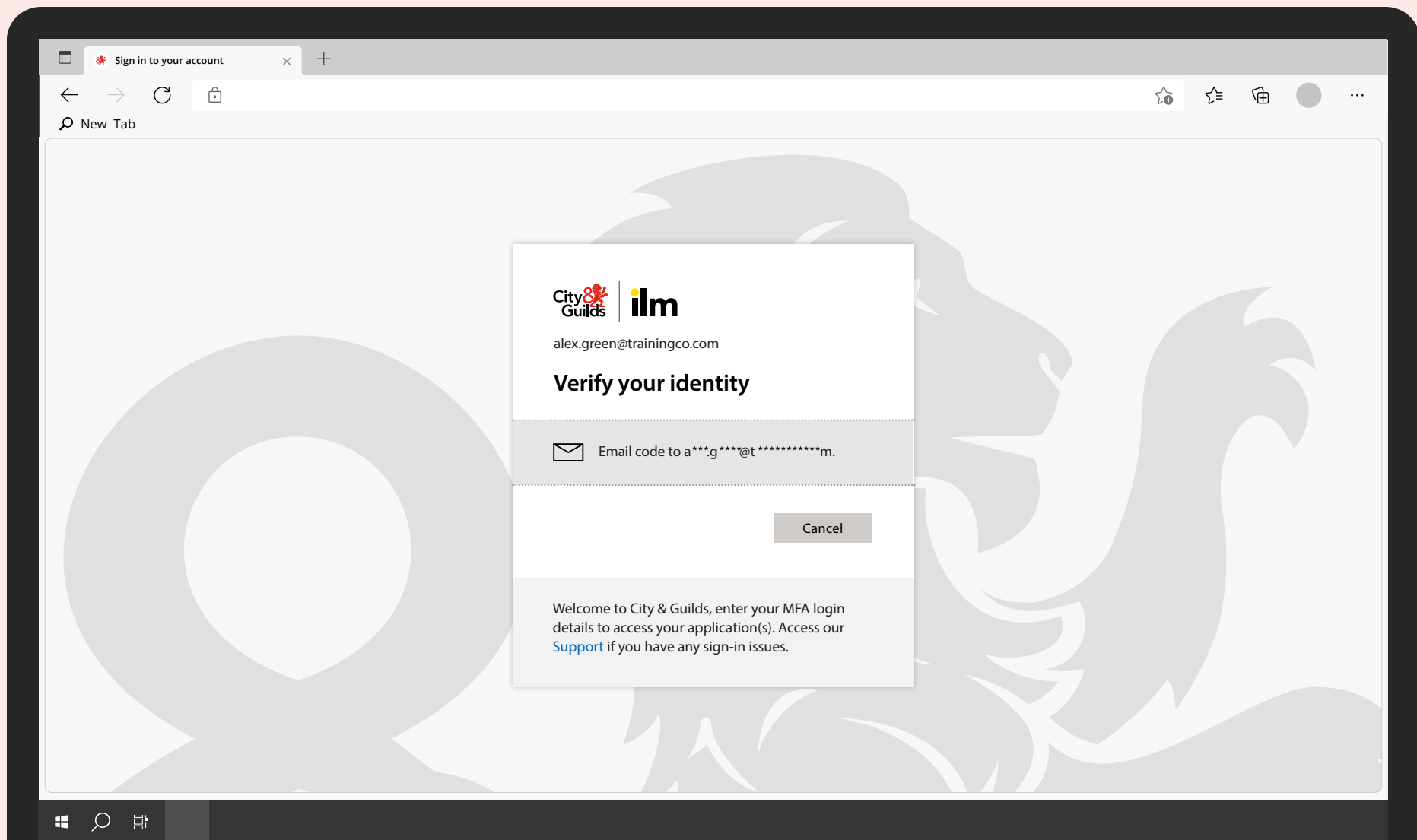
5.

Create and confirm a new password. Your new password needs to be at least 8 characters long and include 3 out of 4 of the following types of characters: lowercase characters, uppercase characters, numbers or symbols. Click 'Reset password'.



6.

Verify your identity by selecting to receive a code via email.



7.

You will receive an email with an account verification code. Copy the code from the email.

City and Guilds

Account verification code

To access **City and Guilds** apps and resources, please use the code below for account verification. The code will only work for 30 minutes.

Account verification code:

24894917

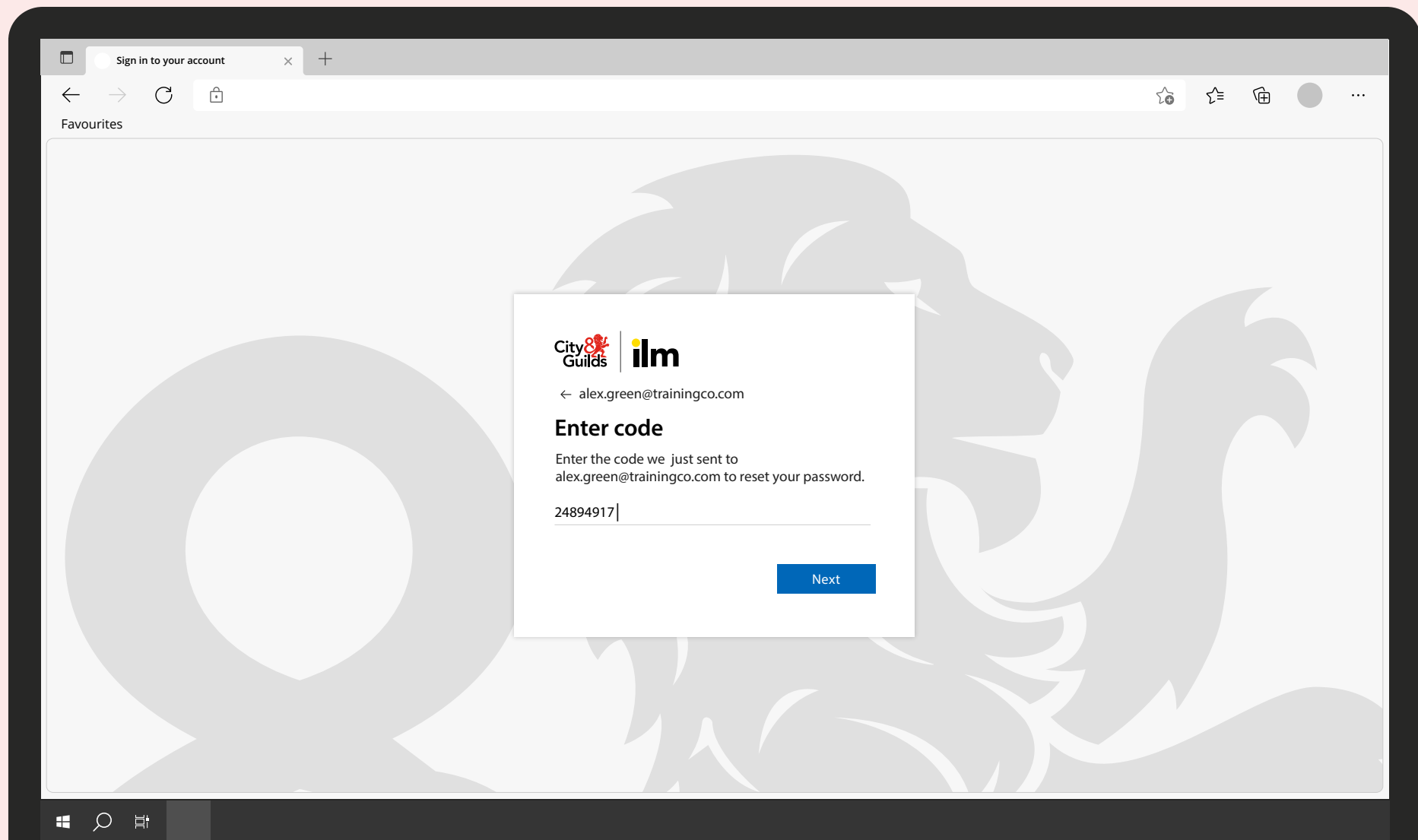
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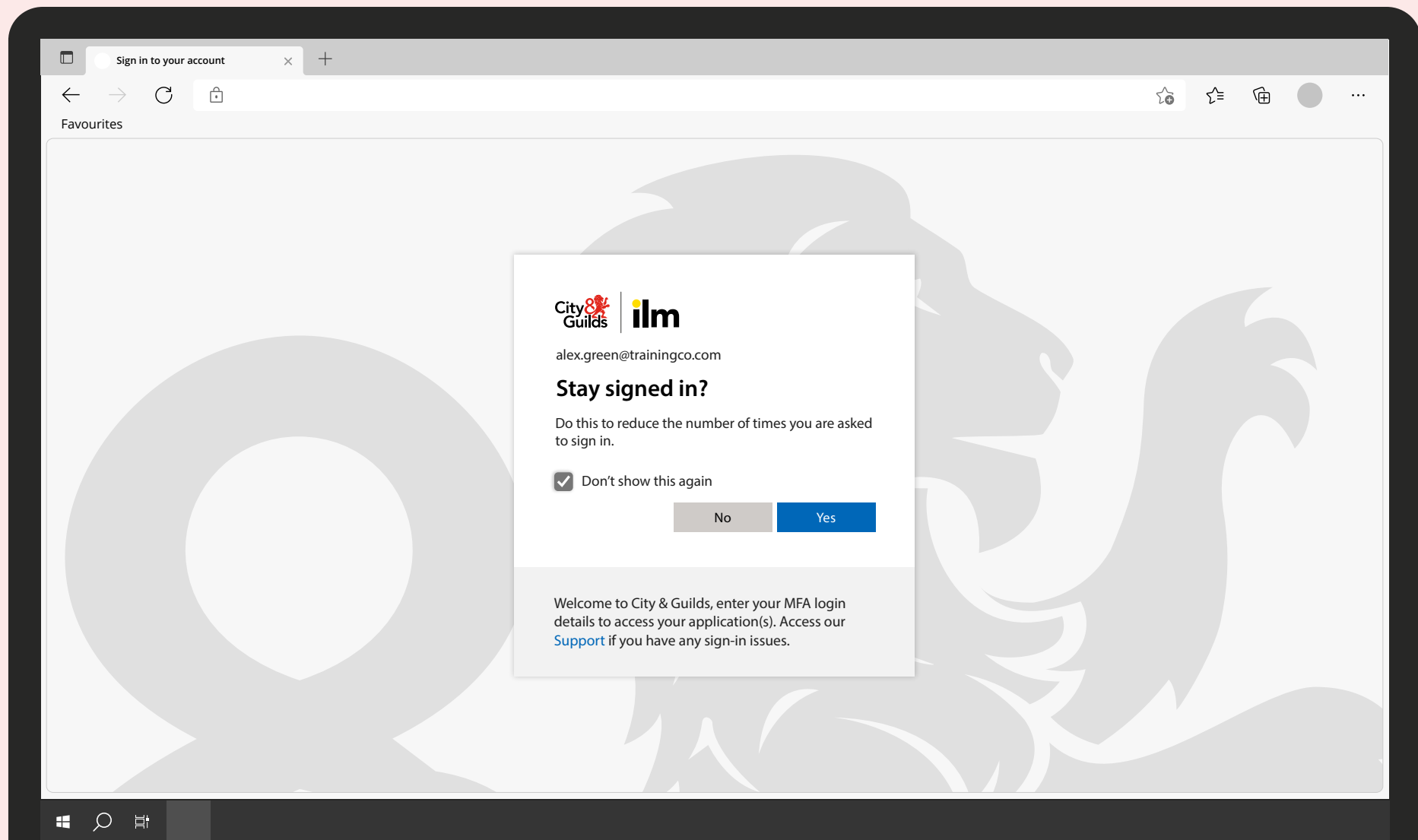
8.

Enter the account verification code where prompted and click 'Next'.



9.

Click 'Yes' to stay signed in for easy access next time. Now you're back in and ready to start your session.



Updating your details

You will need to reach out to our Customer Support team to update the following details within your MFA account:

- display name
- first name
- last name
- email address

Please refer to our [MFA help page](#) for their contact details.





About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

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