

For all users:

If users need to reset their password from outside school, **and they know their previous password**, this can be done via the following link: <https://services.c2kni.net/ums/>

Users will be asked to provide their account information and security verification as per the screenshot below.

The new password will have a lifecycle of 120 days.

Change Password

Please complete all fields marked with *


Username *

Current Password *

New Password *

Re-enter Password *

Verification * Type the characters shown in the image below

4iCi0Cp 

Change Password

For pupils:

If a pupil's password expires and they don't remember their password, in the first instance they should contact (using a personal email account) the technician (info@dominican.portstewart.ni.sch.uk) or teacher in their school. They will be able to reset the pupil's password for them.

Note: If a password is entered incorrectly 3 times, the user account will be locked out for up to 30 minutes.

In circumstances where you are unable to contact their school, please ask a parent or guardian to email resetmypassword@c2kni.org.uk and provide the following information:

- Student First Name and Surname
- Student Date of Birth
- Student Username
- Name of School
- School Address

When EA staff make contact, the parent/guardian will be asked to provide some other details to verify the pupil's identity: The member of C2k staff will check the details provided against the records held in the school and once verified, will reset the pupil's password.