



Changing C2K Passwords

[Instructions for Pupils]

Password advice!

C2K Passwords expire 120 days after they were last reset.

If you cannot access MY School or School Email due to your password not working.

Please see the following instructions...

Option 1 - Changing the password yourself.

If your password expires, or needs to be reset and

you know your old password then go to:

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

Enter the required details as per the screenshot below and the new password will be registered.

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



Your password should meet the following criteria:

- 8 characters minimum
- 1 capital letter
- 1 number
- 1 symbol (optional – but preferred!)

Example of a satisfactory password

Password2020

Example of a strong password

P@ssword2020

Option 2 – Requesting school to reset your password.

If your password has expired / still doesn't work AND **Option 1** to update your password didn't work - follow these instructions.

1. Contact info@abbeycbs.co.uk and ask them to change it for you.

Option 3 – Requesting C2K to reset your password

If you have tried **Option 1** and **Option 2**, **we understand it may not always be possible for you to contact a staff member in the school.**

For this reason, a service has been put in place by C2K which allows 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

e.g. Edmund Rice 26-02-2002 erice123 Abbey Grammar 77a Ashgrove Road Newry Co. Down BT34 1QN

- The Education Authority staff will make contact with your parent/guardian who requested the password reset to provide some additional details to verify your identity.
- The member of C2k staff will check the details provided against the records held in the school and once verified, they will reset your password.