



Re-setting Students Expired C2K Password at Home

If a password expires, or needs to be reset and the user knows their old password, they can 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

4iCi0Cp 

Change Password

If a pupil's password expires and they don't remember their password, in the first instance they should contact the ICT Technician (jmccready369@c2kni.net) stating their c2k username. He will be able to reset the pupil's password for them.

Should he be unavailable at the time of a request, a service has been put in place 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

EA staff will then make contact with the parent/guardian who will be asked to provide some additional 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.