

Student Portal Login Self Help Guide

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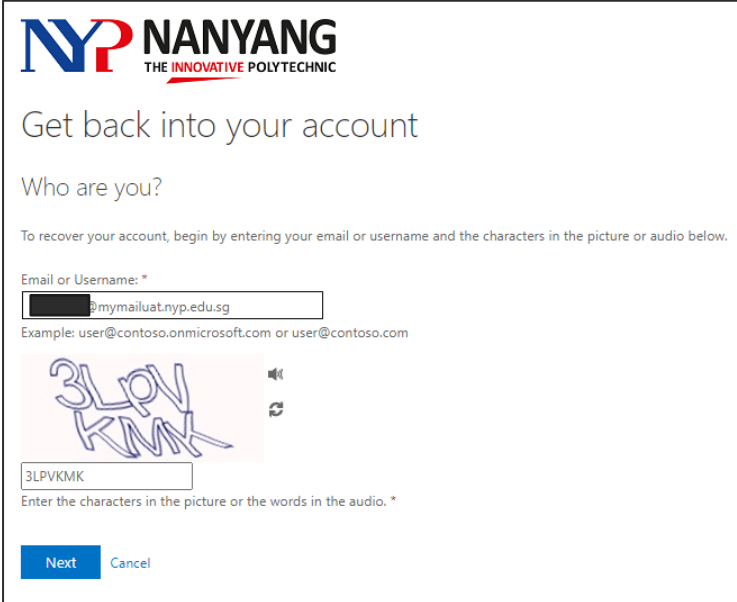
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SETTING UP MULTI-FACTOR AUTHENTICATION (MFA) FOR THE FIRST TIME – VIA FORGOT PASSWORD

Please use your laptop to setup MFA for the first time.

Step 1

Provide your NYP email and passcode click **[Next]**.



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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

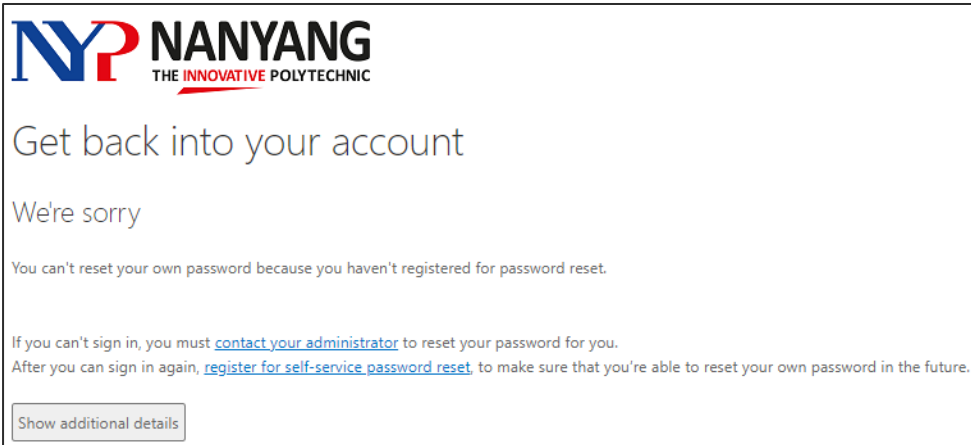


Enter the characters in the picture or the words in the audio. *

Next Cancel

Step 2

If you see the following message; access to [Student Portal](#) and click on [Login] to setup your MFA. Refer to [Setting up Multi-Factor Authentication \(MFA\) for the FIRST TIME – Via Login](#)



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Get back into your account

We're sorry

You can't reset your own password because you haven't registered for password reset.

If you can't sign in, you must [contact your administrator](#) to reset your password for you.
After you can sign in again, [register for self-service password reset](#), to make sure that you're able to reset your own password in the future.

Show additional details

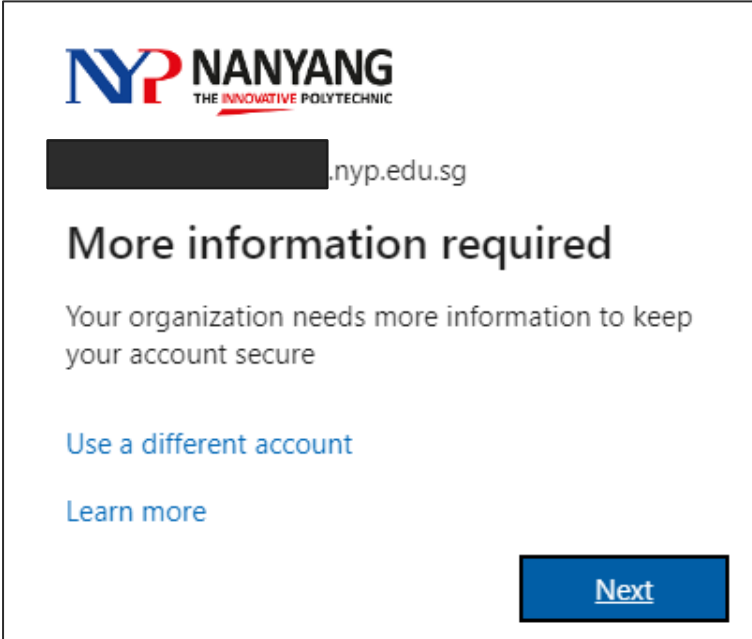
SETTING UP MULTI-FACTOR AUTHENTICATION (MFA) FOR THE FIRST TIME – VIA LOGIN

Please use your laptop to setup MFA for the first time.

Step 1

Check the email shown is your NYP student email e.g. 220000A@mymail.nyp.edu.sg.

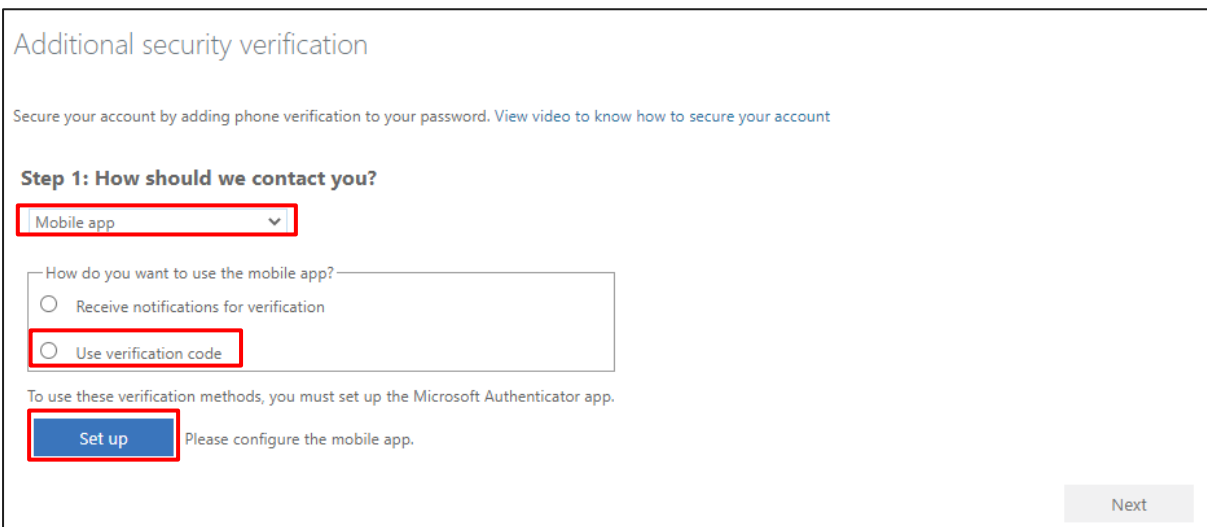
Click **[Next]**, otherwise click on Use a different account to change to your NYP student email.



The screenshot shows the NYP logo at the top left, followed by a redacted email address ending in ".nyp.edu.sg". Below this, the text "More information required" is displayed in a large font. Underneath, a message states: "Your organization needs more information to keep your account secure". There are two blue links: "Use a different account" and "Learn more". At the bottom right, there is a blue button labeled "Next".

Step 2

Under **Step 1: How should we contact you?**, please choose Mobile app (Recommended) and select use verification code. Click on **[Set up]**.



The screenshot shows the "Additional security verification" page. At the top, it says "Secure your account by adding phone verification to your password. View video to know how to secure your account". Below this is the section "Step 1: How should we contact you?". A dropdown menu is set to "Mobile app". Underneath, there are two radio button options: "Receive notifications for verification" and "Use verification code", with the second option selected. Below the radio buttons, it says "To use these verification methods, you must set up the Microsoft Authenticator app." and a blue "Set up" button is highlighted. At the bottom right, there is a grey "Next" button.

Step 3

Please follow the following steps to setup on your mobile phone*.

You may refer to how to install Microsoft authenticator app [here](#).

* Note:

- If you have encounter issues installing Microsoft (MS) authenticator app on your mobile. Please contact [Student IT Helpdesk](#).
- The QR in this guide is for illustration purpose only please use the QR as shown on your laptop to add your account.

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for *Windows Phone, Android or iOS*.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



[Configure app without notifications](#)

If you are unable to scan the image, enter the following information in your app.

Code:

Url:



If the app displays a six-digit code, choose "Next".

Next

cancel

Step 4

After you have added your account successfully, the Additional Security verification will display a message "Mobile app has been configured". Click **[Next]**.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up Mobile app has been configured.

Next

Step 5

Go to the MS Authenticator App on your mobile, click on your account, you will see a One-time password code. Enter the one-time password code shown in the app in step 2 and click **[Verify]**.

1:58

Nanyang Polytechnic

One-time password code
681 291

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: Enter the verification code from the mobile app

Enter the verification code displayed on your app

Cancel Verify

Step 6

Select **[Singapore +65]** or any other region and enter your mobile number. Click **[Done]**.

* Please use an active mobile line that you are using.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 3: In case you lose access to the mobile app

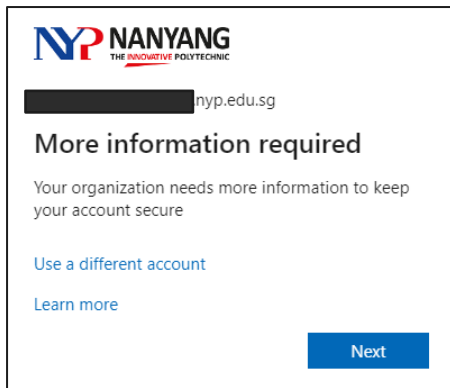
Singapore (+65) 91234567

Done

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

Step 7

After step 6, you will see the following screen and click **[Next]**.



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██████████ nyp.edu.sg

More information required

Your organization needs more information to keep your account secure

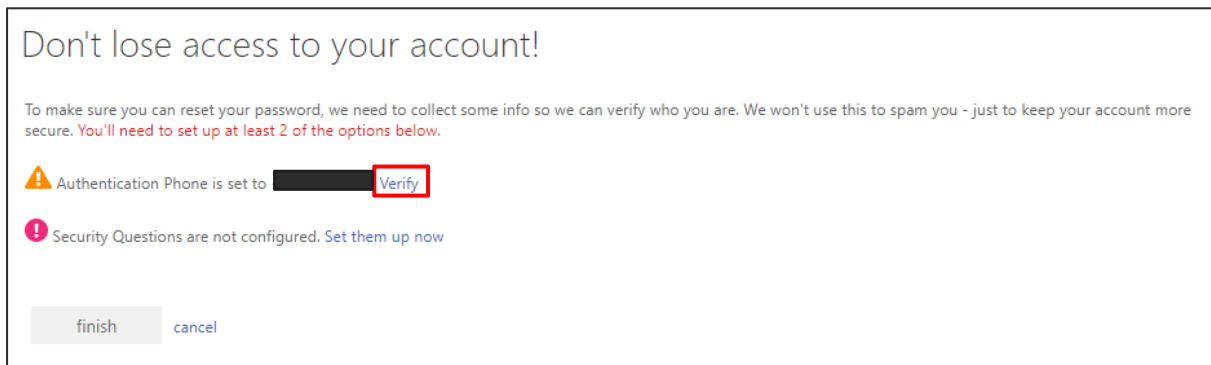
[Use a different account](#)

[Learn more](#)

Next

Step 8

Click on **[Verify]** to verify your mobile number.



Don't lose access to your account!

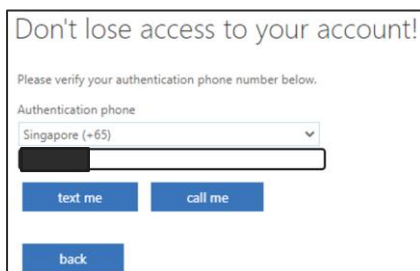
To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 2 of the options below.

- ⚠ Authentication Phone is set to ██████████ **Verify**
- ❗ Security Questions are not configured. [Set them up now](#)

finish **cancel**

Step 9

Enter your mobile number and choose either **[text me]** / **[call me]** options.



Don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Singapore (+65) ▼

██████████

text me **call me**

back

Step 10

If you choose [text me], you are to enter verification code sent to your phone and click on [verify].
If you choose [call me], you will receive a phone call, enter the verification code that has been read to you and click on [verify].

Don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Singapore (+65)

text me call me

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

verify

back

Step 11

After verification, you will see the following, continue to setup your 3 Security Questions by clicking on [Set them up now]

Don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 2 of the options below.

✓ Authentication Phone is set to [redacted] Change

! Security Questions are not configured. Set them up now

finish cancel

Step 12

Click on the dropdown arrow to choose your preferred Security questions. It is important to remember your answers as you are required to input the correct answers during password reset.

Don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.

Security question 1

Security question 2

Security question 3

save answers

back

Step 13

Ensure that all the answers have a tick ✓ beside it.

Click on **[save answers]** to complete the setup.

Don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.

Security question 1
What is your date of birth (in YYYY-MM-DD format?)
[redacted] ✓

Security question 2
What is your favourite colour?
[redacted] ✓

Security question 3
What are the last 4 digits of your NRIC?
[redacted] ✓

[save answers](#)

[back](#)

Step 14

Click **[finish]** to complete the setup.

NYP NANYANG POLYTECHNIC [redacted]@mymail.nyp.edu.sg | ?

Don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

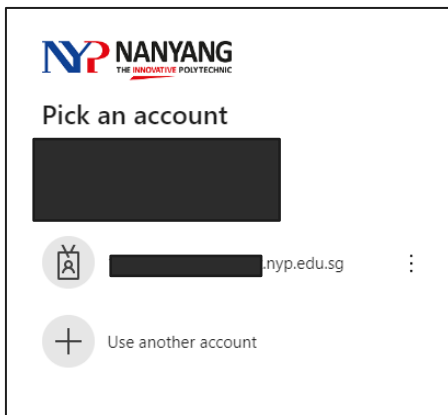
- ✓ Authentication Phone is set to [redacted] [Change](#)
- ✓ 3 Security Questions are configured. [Change](#)

[finish](#) [cancel](#)

LOGIN AFTER FIRST-TIME SETUP

Step 1

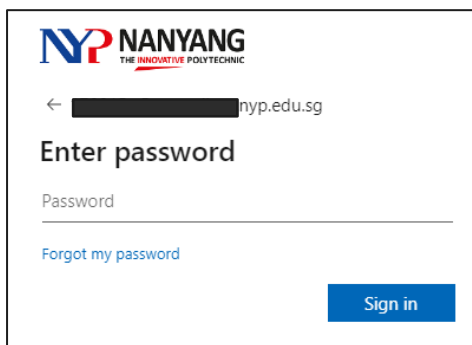
Enter your NYP student email e.g. 220000A@mymail.nyp.edu.sg or Pick your account.



The screenshot shows the NYP login interface. At the top is the NYP logo with the tagline 'THE INNOVATIVE POLYTECHNIC'. Below the logo, the text 'Pick an account' is displayed. Underneath, there is a large black redaction box. Below the redaction, there is a circular icon containing a person silhouette, followed by a black redaction box and the text '@nyp.edu.sg'. To the right of this is a vertical ellipsis icon. Below this, there is a plus sign icon followed by the text 'Use another account'.

Step 2

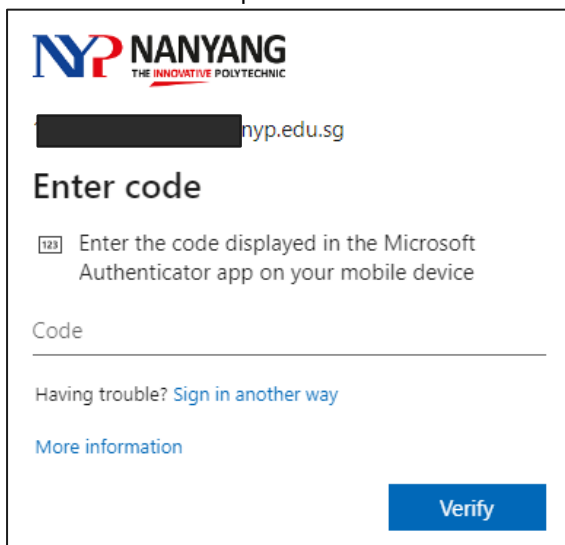
Enter your login password and click [Sign in].



The screenshot shows the NYP login interface. At the top is the NYP logo with the tagline 'THE INNOVATIVE POLYTECHNIC'. Below the logo, there is a back arrow icon followed by a black redaction box and the text '@nyp.edu.sg'. Below this, the text 'Enter password' is displayed. Underneath, there is a text input field labeled 'Password'. Below the input field, there is a blue link that says 'Forgot my password'. At the bottom right, there is a blue button labeled 'Sign in'.

Step 3

Go to your mobile's MS Authenticator, click on your account to retrieve the one-time passcode. Enter the one-time passcode onto the following screen and click [Verify].



The screenshot shows the NYP login interface. At the top is the NYP logo with the tagline 'THE INNOVATIVE POLYTECHNIC'. Below the logo, there is a black redaction box followed by the text '@nyp.edu.sg'. Below this, the text 'Enter code' is displayed. Underneath, there is a small icon of a mobile device followed by the text 'Enter the code displayed in the Microsoft Authenticator app on your mobile device'. Below this, there is a text input field labeled 'Code'. Below the input field, there is a blue link that says 'Having trouble? Sign in another way'. Below that, there is another blue link that says 'More information'. At the bottom right, there is a blue button labeled 'Verify'.

Step 4

You may be prompted the following: you may click Yes.



[Redacted]@nyp.edu.sg

Stay signed in?

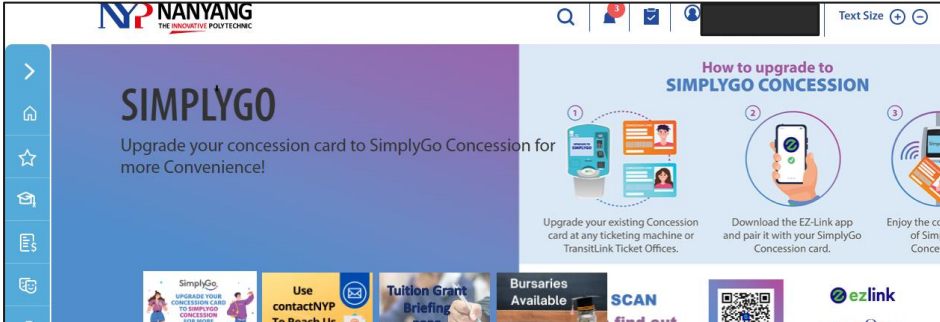
Do this to reduce the number of times you are asked to sign in.

Don't show this again

No Yes

Step 5

After completing step 4, you will be directed to the main page of the student portal.



The screenshot shows the main page of the Nanyang Polytechnic student portal. At the top, there is a navigation bar with the NYP logo, search, notification, and user profile icons, and a 'Text Size' control. The main content area features a large purple banner for 'SIMPLYGO' with the text 'Upgrade your concession card to SimplyGo Concession for more Convenience!'. To the right, a section titled 'How to upgrade to SIMPLYGO CONCESSION' provides a three-step guide: 1. Upgrade your existing Concession card at any ticketing machine or TransitLink Ticket Offices; 2. Download the EZ-Link app and pair it with your SimplyGo Concession card; 3. Enjoy the convenience of SimplyGo Concession. Below the banner, there is a horizontal menu with various service tiles: 'SimplyGo Upgrade your concession card to SimplyGo Concession for more Convenience!', 'Use contactNYP To Reach Us', 'Tuition Grant Briefing 2023', 'Bursaries Available', 'SCAN find out', and 'ezlink'.

FORGOT PASSWORD AFTER FIRST-TIME SETUP

Step 1

Enter your NYP student email e.g. 220000A@mymail.nyp.edu.sg and the words in the picture.

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POLYTECHNIC

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. *

Step 2

Choose any of the options* in verification step 1 and follow the instructions on the screen.

* Please note that the mobile number or security questions are the information that you have setup [earlier](#).

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Get back into your account

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
- Answer my security questions
- Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****69) below. You will then receive a text message with a verification code which can be used to reset your password.

Step 3

Choose any of the options in verification step 2 and follow the instructions on the screen.

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Get back into your account

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

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

- Answer my security questions
- Enter a code from my authenticator app

In what city did you meet your first spouse/partner?

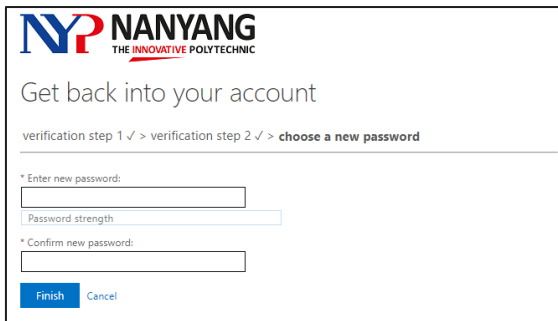
In what city was your mother born?

In what city was your father born?

[Contact your administrator](#)

Step 4

Enter your new password and click **[Finish]**.

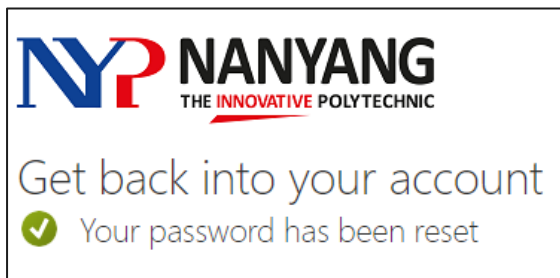


The screenshot shows the Nanyang Polytechnic logo at the top left. Below the logo, the text reads "Get back into your account". Underneath, a progress indicator shows "verification step 1 ✓ > verification step 2 ✓ > choose a new password". The form contains three input fields: "Enter new password:", "Password strength", and "Confirm new password:". At the bottom left, there are two buttons: "Finish" (highlighted in blue) and "Cancel".

Step 5

Once you have successfully reset your password, you will be prompted with the following message and a password reset confirmation notice will be sent to your email.

You may login to the student portal using your new password.



The screenshot shows the Nanyang Polytechnic logo at the top left. Below the logo, the text reads "Get back into your account". Underneath, there is a green checkmark icon followed by the text "Your password has been reset".

CHANGE PASSWORD

Step 1

Enter the old and new password in the respective textboxes. Please adhere to the password policy as stated. And click on **[Submit]**.

Change password

Strong password required. Enter 8-256 characters. Do not include common words or names. Combine uppercase letters, lowercase letters, numbers, and symbols.

User ID [redacted]@nyp.edu.sg

Old password

Create new password


Password strength

Confirm new password


Step 2

Once the password successfully reset, you will direct to your account profile page and a password reset confirmation notice will be sent to your email.

You may enter your new password the next time you login to the student portal.

🔔NANYANG POLYTECHNICFN

Profile



[redacted]

Email: [redacted]@nyp.edu.sg

Alternate email:

Office: SG

Manage account

[Change password](#)

[Set up self service password reset](#)

[Additional security verification](#)

[Review terms of use](#)

[Sign out everywhere](#)

Devices & activity
No devices registered.

HOW TO INSTALL MICROSOFT AUTHENTICATOR APP

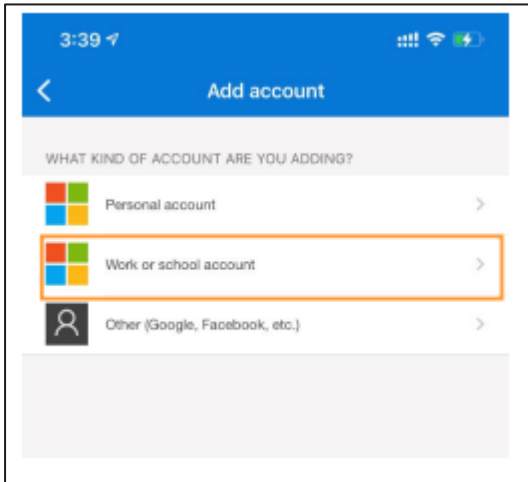
* If you encounter issues with Microsoft Authenticator App installation, please contact [Student IT Helpdesk](#)

Step 1

Install the Microsoft authenticator app for [Windows Phone](#), [Android](#) or [iOS](#)

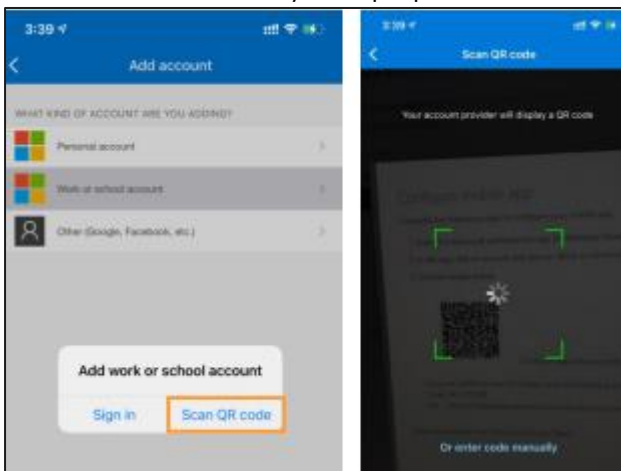
Step 2

Open the Microsoft Authenticator app and Add **Work or school account**.



Step 3

Choose **Scan QR code**. Do not click on Sign In, it will prompt error. Scan the QR as seen on your laptop.



Step 4

After you scan the QR, you will see on your Authenticator that your email has been added successfully. Once done click on [Next] on your laptop.

Please return step 4 of SETTING UP MULTI-FACTOR AUTHENTICATION (MFA) FOR THE FIRST TIME – VIA LOGIN.

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for *Windows Phone, Android or iOS*.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



[Configure app without notifications](#)

If you are unable to scan the image, enter the following information in your app.

Code:

Url:

If the app displays a six-digit code, choose "Next".

Next

cancel