



Student PC/WIFI Password Reset Guide

Step 1.

Go to the following link:

<https://changepassword.mdx.ac.ae:8445/showLogin.cc>

Step 2.

Enter the Username as Your **MISIS Number or Student Number (M00XXXXXX)** → Enter the **Captcha** → click **Continue** (As shown below)

Enter your MISIS / Student Number

Click Continue

Enter the Captcha here

Step 3.

It will show your **University Email Address** → Enter the Captcha
Click → **Continue** to send the verification code (As shown below)

Get a verification code via email

Select your email address

AB1234@live.mdx.ac.uk

Type the characters you see in the picture below.

hkdo3o

Letters are not case-sensitive

Cancel Continue

Click Continue

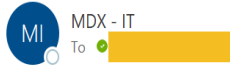
Your university Email Address will show here

Enter the Captcha here

Step 4.

Check your university email for the verification code sent by **MDX IT** <no-reply@mdx.ac.ae>

Password Reset Confirmation



Dear [redacted],

We understand that you want to reset your password/unlock account. To prove your identity, please enter this verification code in the password reset/unlock account page: **93611617**

Regards,
I.T. Help Desk
Middlesex University Dubai
a. Dubai Knowledge Park, Blocks 4, 16, 17 & 19
t. +971 (0)4 367 8126
e. helpdesk@mdx.ac.ae
w. www.mdx.ac.ae



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Verification code has been sent to **AB1234@live.mdx.ac.uk**

Once you have received the code, Please enter it in the textbox below

[Resend Code](#)

Enter the Code here

Type the characters you see in the picture below.

ds5p26

Enter the Captcha

Click Continue

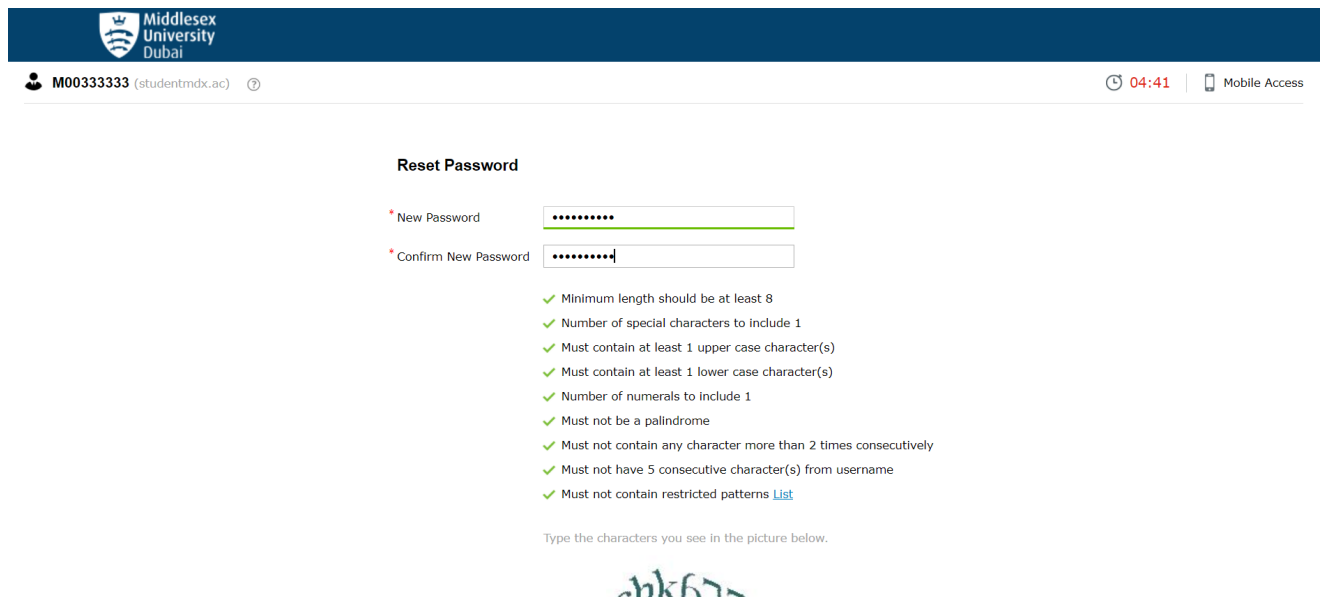
Step 5.

Enter your personalized **Password 2 times** and make sure that you follow the same complexity level mentioned.

- i. The minimum length should be at least 8
- ii. Must contain both upper and lowercase characters
- iii. Must contain at least 1 digit
- iv. Must not have 5 consecutive characters from the username (i.e. you cannot use your student number in your password)

Enter the **Captcha** → Click **Reset Password**

(As shown below)



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M00333333 (studentmdx.ac) 04:41 Mobile Access


Reset Password

* New Password

* Confirm New Password

- ✓ Minimum length should be at least 8
- ✓ Number of special characters to include 1
- ✓ Must contain at least 1 upper case character(s)
- ✓ Must contain at least 1 lower case character(s)
- ✓ Number of numerals to include 1
- ✓ Must not be a palindrome
- ✓ Must not contain any character more than 2 times consecutively
- ✓ Must not have 5 consecutive character(s) from username
- ✓ Must not contain restricted patterns [List](#)

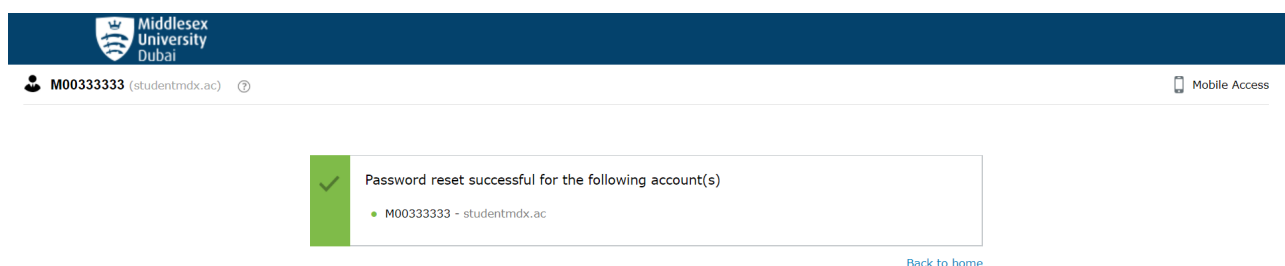
Type the characters you see in the picture below.



Step6.

Your password has been reset now successfully.

(As shown below)



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✓ Password reset successful for the following account(s)

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