# How to activate your college account

You can create your student login details from 4 weeks before your course start date. Your student login details are used for all college systems including the Welcome Portal, Teams, and MyCollege Zone.

Please note that once you have enrolled, you may need to wait up to 24 hours before you can do this.
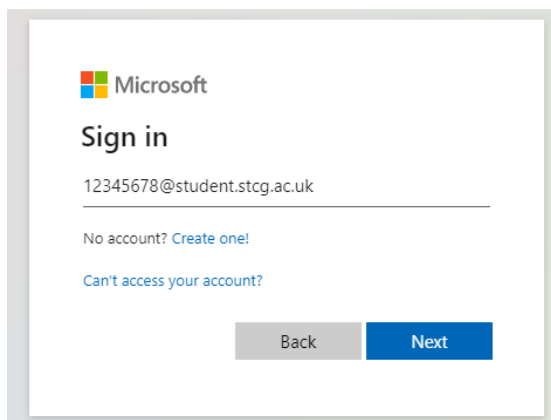
If you need help activating your account please create a ticket on the AskLRC Help Centre https://www.stcgasklrc.com/create-ticket.

If you prefer these instructions in video format, a **video version** is available here: https://www.stcgasklrc.com/activate

**Step 1**    Go to the Welcome Portal website: https://my.stcg.ac.uk

and sign in with the details below to set up your account.

Your user name will be your college email address, which will look like this:
**Your student ID number@student.stcg.ac.uk**



Make sure you use your own student number and not the one shown in the picture.

**You can find your student ID number on your college enrolment emails / letters or on the front of your college ID card.**
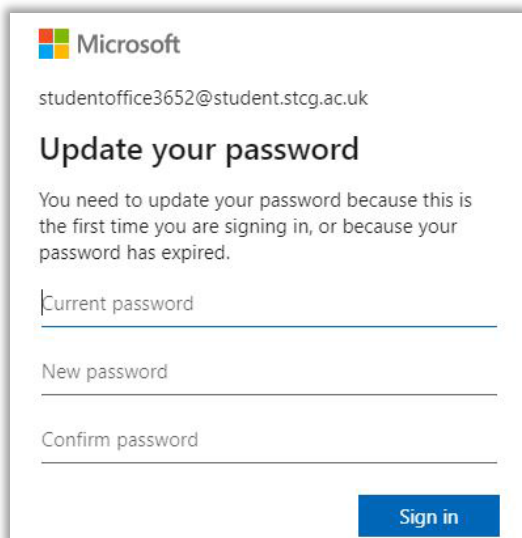
Your first-time password uses the following format**: PassDDMMYYYY**

**DDMMYYYY** will be your **date of birth**, so for example, if you were born on 12th April 2002 your password would be **Pass12042002**

You must use a capital **P** and then lower case for the other letters.

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**Step 2**    Change your password.

Microsoft

studentoffice3652@student.stcg.ac.uk

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

Sign in

Your current password will be

**PassDDMMYYYY**

(using your date of birth instead of DDMMYYYY)

Create a new password, following the rules below.

Confirm your password by typing it again.

Click Sign in when you are ready.
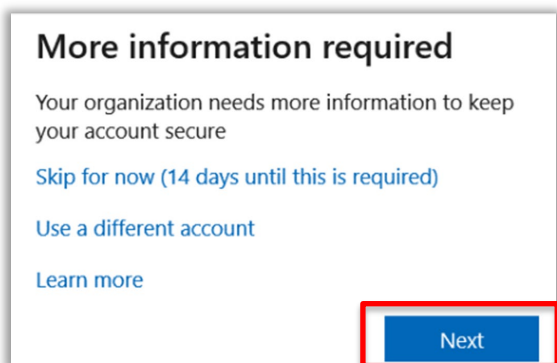
## Password Rules:

Your new password must contain all of the following:

- Must be at least 10 characters long. Occasionally 11 or more characters are required.
- Must be a mix of CAPITAL letters and small letters
- Must include a number or a symbol such as ! or ?

Your password **MUST NOT** include:

- Your first name or surname
- Your date of birth or college student number
- Be too common or easy to guess (you will be asked to try again if it is)

**Step 3** Set up your account security.

More information required

Your organization needs more information to keep your account secure

Skip for now (14 days until this is required)
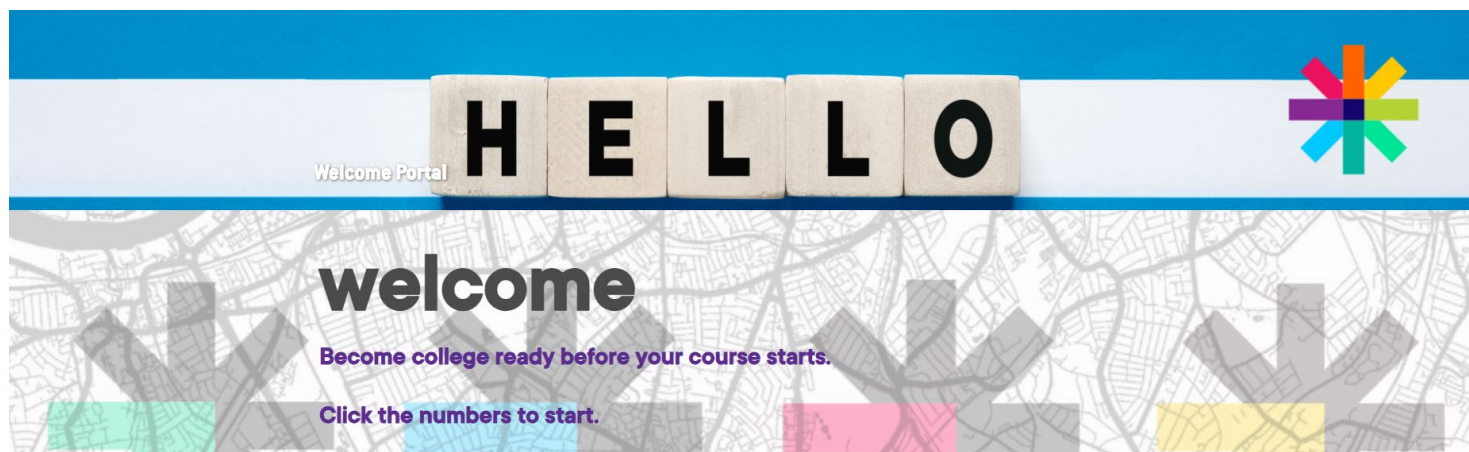
Use a different account

Learn more

Next

You will then see a message such as 'Keep your account secure' or 'More information required'.

- Click on Next
- Use the instructions here: **https://www.stcgasklrc.com/microsoftauthenticator**

**Step 4** Go through the Welcome Portal content

Welcome Portal - **https://my.stcg.ac.uk**

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Welcome Portal

# welcome

**Become college ready before your course starts.**

**Click the numbers to start.**

## Need Help?

If you have any problems activating your college account, setting up MFA or using your college systems please create a ticket on the AskLRC Help Centre.
https://www.stcgasklrc.com/create-ticket