![South Thames Colleges Group]

How to activate your student 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, Moodle, your College email etc. Please note that once you have enrolled, you may need to wait up to 24 hours before you can do this.
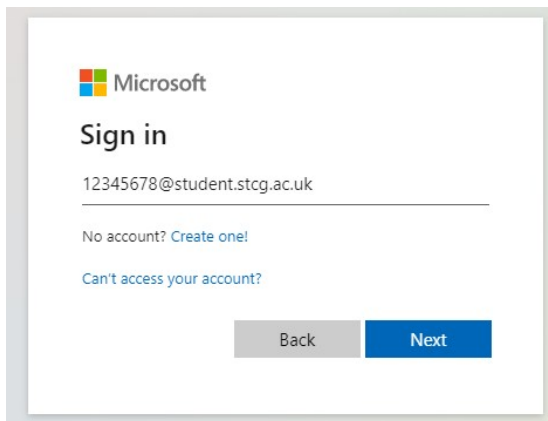
If you need help activating your account please [create a ticket] on the AskLRC Help Centre.

The **video version** of these instructions is available here: [go to video instructions]

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:

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

This 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 lower case for the other letters.

Once you have entered your user name and password, click **Sign In**.

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)

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 letters long
- Must be a mix of CAPITAL letters and small letters
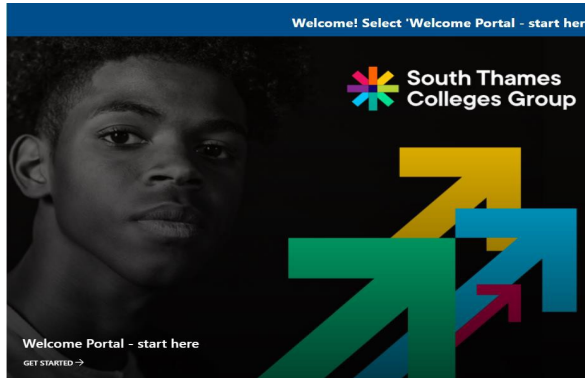- Must include a number or symbol such as ! or ?

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 Find out more on the Welcome Portal

Once your student login is created, you can access your college systems and your Welcome Portal which has everything you need to know about the first few weeks at college.

Need Help?

If you have any problems activating your college account or using your college systems please create a ticket on the AskLRC Help Centre

Your College Email

One of your college systems is your email. To start using your college email go to the website www.office.com and sign in with your college email address and the new password you chose.

Your college email address is:
YourStudentNumber@student.stcg.ac.uk

To access your College email on your phone download the Outlook app and login with the same details.

The MySTCG app

Download the mobile app (if you haven't already): Android | Apple