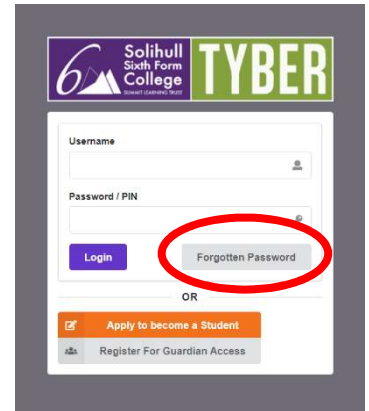


# How to reset your Tyber password:

1. If you would like to reset your password, open up Tyber by searching [tyber.solihullsfc.ac.uk/](http://tyber.solihullsfc.ac.uk/) in a browser and click on the following button (circled in red) on the front page:



2. Insert your registered personal email address and date of birth.

A screenshot of the 'Reset Password' form. The form title is 'Reset Password'. Below the title, it states: 'This form will send a new password to the College-registered personal email address of the student entered below.' There is a 'Please note' section with the following points:

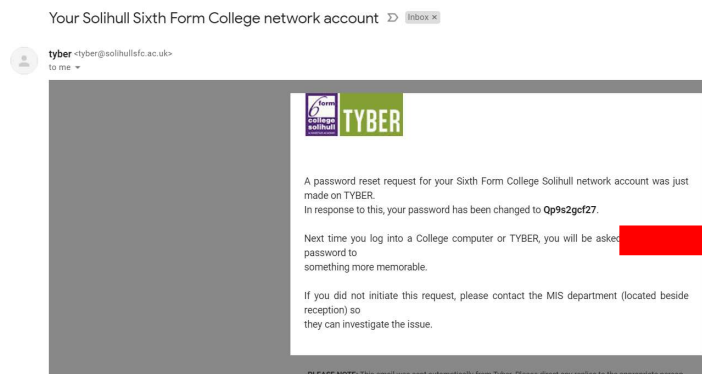
- This service is for resetting student passwords only, staff should contact IT support
- An account password can only be reset once using this service in any 7 day period
- All actions are logged on this page

The form contains the following fields:

- 'Registered Personal Email Address' (text input)
- 'Date Of Birth' (calendar icon)
- 'I'm not a robot' checkbox with a reCAPTCHA logo and 'Privacy - Terms' link.
- 'Send New Password' button (blue)
- 'Back' button (grey)

3. This will send you an email to your personal email address including a link to reset your password. If the email does not come through ensure you have checked your junk mail.

The email come from [tyber@solihullsfc.ac.uk](mailto:tyber@solihullsfc.ac.uk) and will look like the following:



If you find any problems with this process, or do not receive an email, get in touch with your academic coach or one of your subject teachers who will pass this on to IT Support.