


Logging in for the First Time and Changing Your Password

1. Visit password.lshtm.ac.uk and click on 'Manage password and account'

Password Management



Welcome

There are three types of account at the school, please select from the following options:

LSHTM Users

Staff, Research Degree, MSC and Honorary account holders

[Manage password and account](#)

[Forgotten Password](#) Recover your forgotten password.

LON DL Students

Distance Learning (DL) Ion accounts and password are managed by the University of London

[Student Portal - UoL International Programmes](#)

LSX External Users


External/Collaborative users with Isx accounts

[Manage password and account](#)

[Forgotten Password](#) Recover your forgotten password.

2. Enter your username and password. Your username to log in at LSHTM is your student number prefixed with the letters '**lsh**' in lower case. **Example username:** lsh123456
3. Your temporary password is the word '**Pass**' followed by your date of birth. Passwords are case sensitive. **Example password:** Pass18031978

LSHTM Login



Authentication required

You have been redirected here by a protected resource to verify that you are a member of LSHTM. Please login with your LSHTM username and password, you will then be redirected back to the resource you originally requested.

Please sign in

Username:

Password:

[Can't log in/forgotten password?](#)

4 You now need to set your own password, ensuring you follow the on-screen guidance

Change Password aitsakha

LSHTM Password Self Service 🏠 ↻

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

The password must contain characters from at least three of the following four categories:

- Uppercase characters (A - Z)
- Lowercase characters (a - z)
- Numerical characters (0 - 9)
- Non-alphanumeric ASCII from this list:
!"#\$%&'()*+,-./:;<=>?@[\\]^_`{|}~
(Space character and all other accented characters aren't allowed)

The password must not contain your entire account/user name or full name

It is not permitted to recycle previously used passwords

Your password must contain a minimum of 8 characters

You can change your password once every day

Passwords are case sensitive


Remember to update your password on all devices for WiFi and Email

Please type your new password

New Password

Confirm Password

5 You will then need to set up your password recovery option where you can enter a non-LSHTM email address **OR** a mobile phone number (**not both**)

 **LONDON SCHOOL of HYGIENE & TROPICAL MEDICINE**

Update Profile Ish499056

LSHTM Password Self Service

Password recovery options

In order to enable recovery of your password through this portal you are required to supply an email address and/or a mobile phone number:-

Email address - please supply an alternative email address; this should be a non-LSHTM email address.

Mobile number - this should include a country code (+44 or 0044 for example) if a non-UK number.

This information will be used for password recovery or two factor authentication purposes only.

We recommend supplying both a phone number and an email address, however you can leave one or both blank if you do not wish to provide these details. If you need to reset your password and have not supplied these recovery details, then you will need to visit the helpdesk to show identification to have your password changed.

I Agree

6 Proceed to enter either a non-LSHTM email **OR** a Mobile number and then click 'update'

Update Profile
LSHTM Password Self Service

lsh499056

Please update the following information:

Your profile is ready to be updated. Continue when ready.

Password Recovery Setup*

Set recovery options below

Recovery Email Address

Should be non-LSHTM email address.
(Optional, can be left blank)

Recovery Mobile SMS

Country code required if non-UK mobile number (example prefix +256 or 00256 for Uganda)
(Optional, can be left blank)

07904123456

Update Cancel

7 Check the details you have entered and select 'Confirm' to proceed or 'Go Back' if you would like to change the details

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Confirm Profile Data

LSHTM Password Self Service

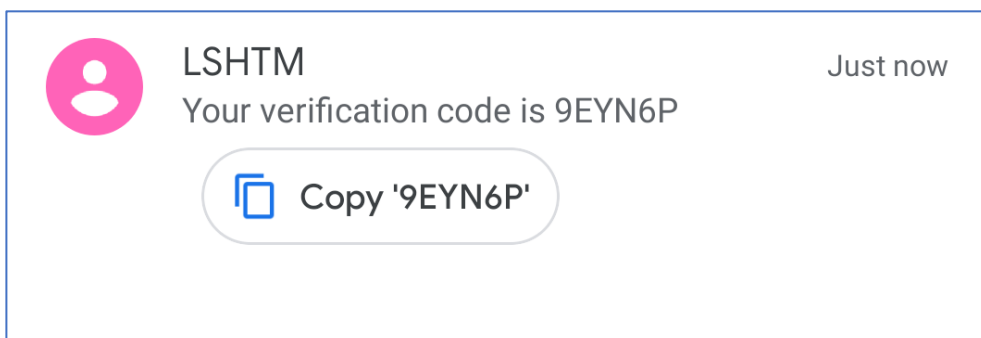
lsh499056

Please review the following information you have entered and confirm.

Password Recovery Setup	Set recovery options below
Recovery Email Address	
Recovery Mobile SMS	07904318918

Confirm Go Back Cancel

8 You should shortly then receive a verification code to your email address or phone number



9 Enter your verification code into the field as shown and then select 'Check Code'

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Update Profile
LSHTM Password Self Service

Ish499056

To verify your phone number, a code has been sent to you at 07904318918.
Please enter the code exactly as it appears in the message you receive.

Code

9EYN6P

Check Code Go Back

10 Your account has now been activated and verified. Select 'Continue' to complete the process

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Update Profile
LSHTM Password Self Service

Ish499056

Thank You! Your security code sent to 07904318918 has been verified.

Continue Cancel