	Document Title:	MICROSOFT 365 REGISTERING A PHONE OR ALTERNATE E-MAIL ADDRESS FOR SELF-SERVICE PASSWORD RESET
	Department:	Information Technology & Web Services
	Last Revision:	June 16, 2021

Purpose of this Document

This document is intended to outline the process to register your Microsoft 365 account for self-service password reset. This feature becomes available for Microsoft 365 accounts when you setup Multi-Factor Authentication (MFA) by adding a phone number or alternate e-mail address to your Microsoft 365 account. By following and completing this document, you will be able to reset your own password without intervention by ITWS.

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Conditions for Use & Related Documentation

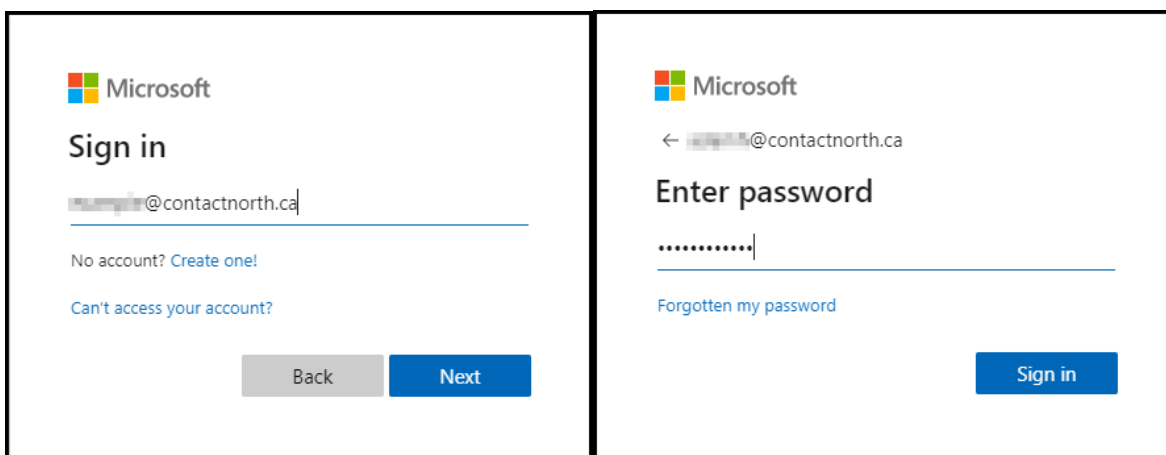
In order to follow this process, you will need:


- A registered Microsoft 365 account through Contact North | Contact Nord
- A cellular device with a phone number and / or an alternate e-mail address

Procedures

Setting Up Multi-Factor Authentication with an Alternate E-mail Address

- 1) Proceed to <https://myaccount.microsoft.com>.
- 2) When prompted, sign in with your **@contactnorth.ca e-mail account and password**.






Sign in

No account? [Create one!](#)

[Can't access your account?](#)

Back
Next




← example@contactnorth.ca

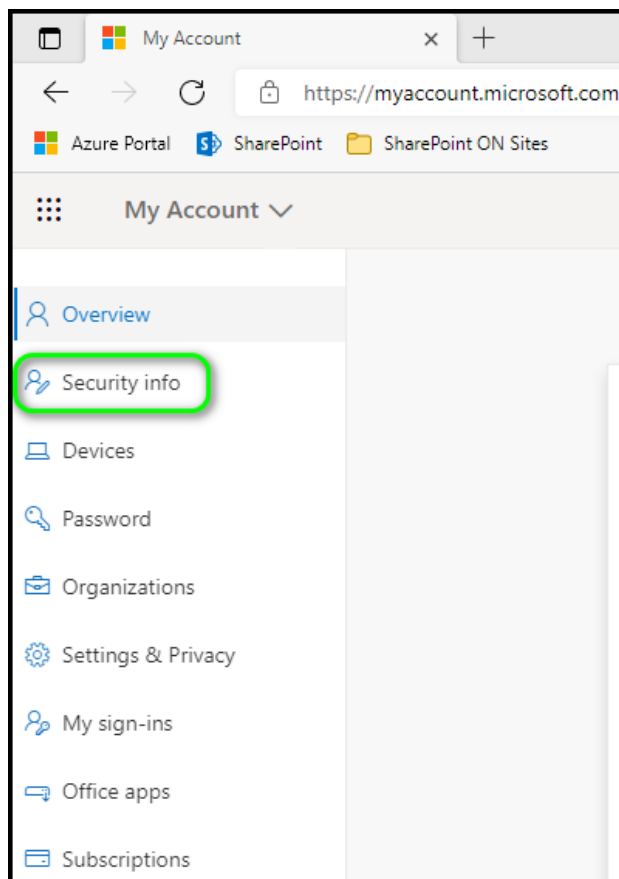
Enter password

[Forgotten my password](#)

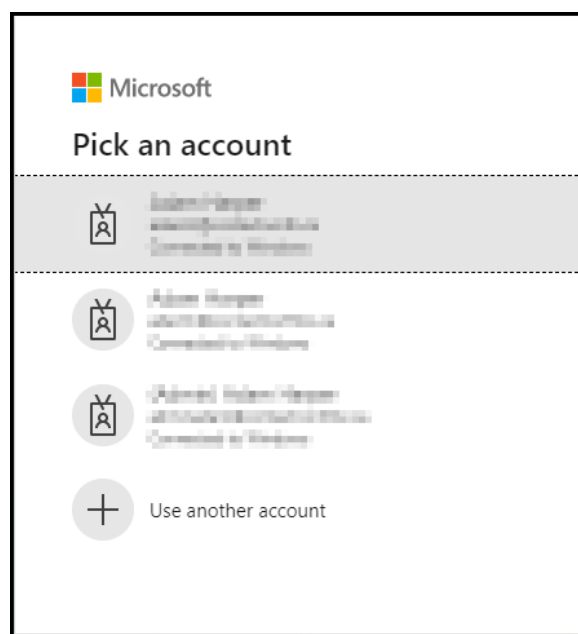
Sign in


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3) Navigate to **Security info** on the left-hand panel.

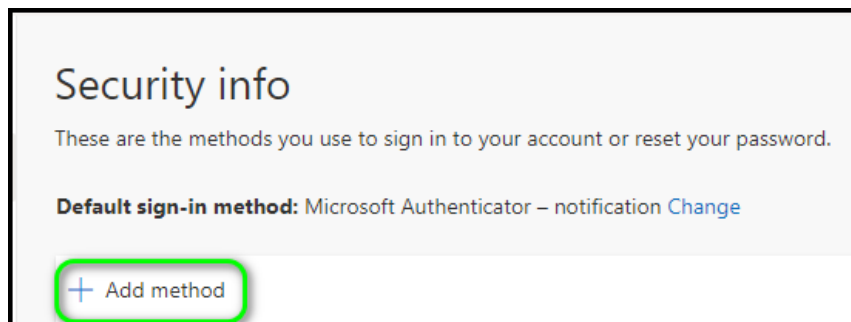
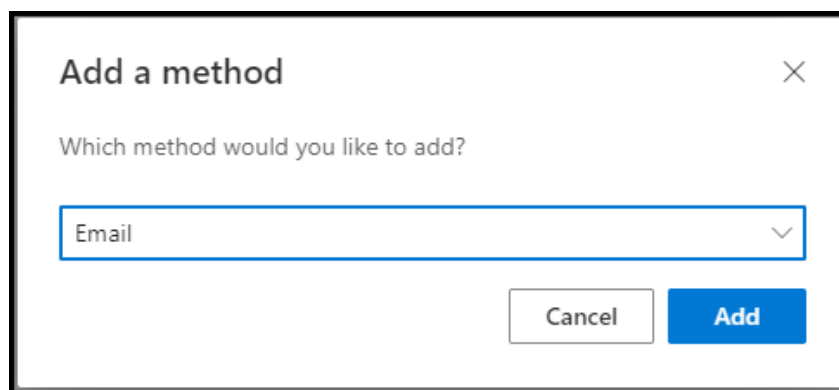


4) Select the account you are currently signed in with and sign in again if necessary.

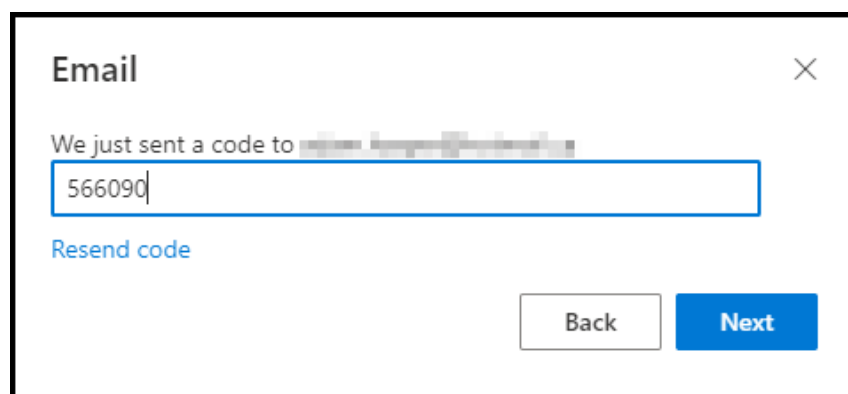


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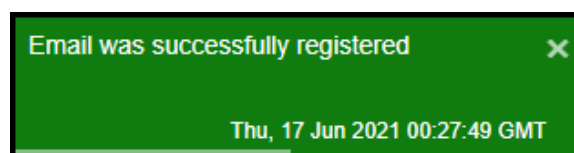
- 5) On the **Security info** page, select **+ Add method**, choose **Email** from the drop-down list and click **Add**.





- 6) Enter the e-mail address you wish to have verification codes sent to and click **Next**.
- 7) Check your e-mail for a verification code, enter the code and click **Next**. If you do not receive a code within 60 seconds, click **Resend code**.



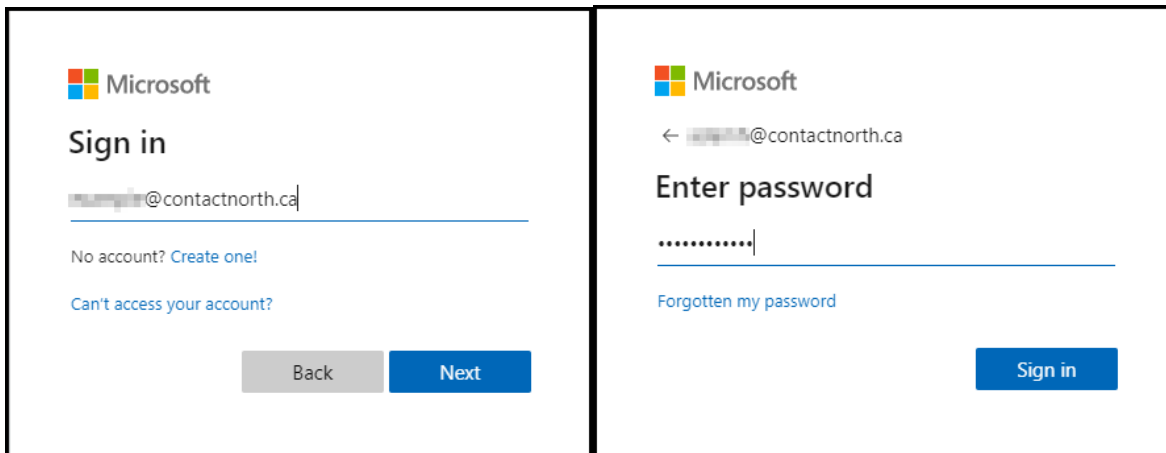
Your alternate e-mail address is now set and can be used to reset your password when needed.



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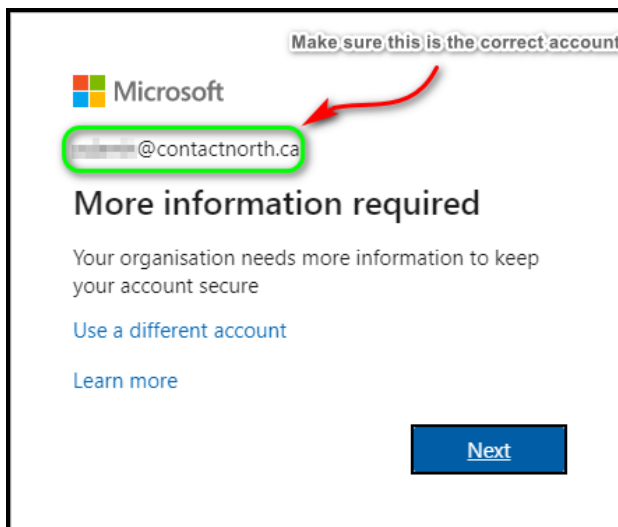
Setting Up Multi-Factor Authentication with a Mobile Phone

- 1) Proceed to the following link: <https://aka.ms/MFASetup>.
- 2) When prompted, sign in with your **@contactnorth.ca e-mail account and password**.




The first screenshot shows the Microsoft 'Sign in' page. The email address is entered in the field, and the 'Next' button is highlighted. The second screenshot shows the 'Enter password' page, where the password is entered and the 'Sign in' button is highlighted.

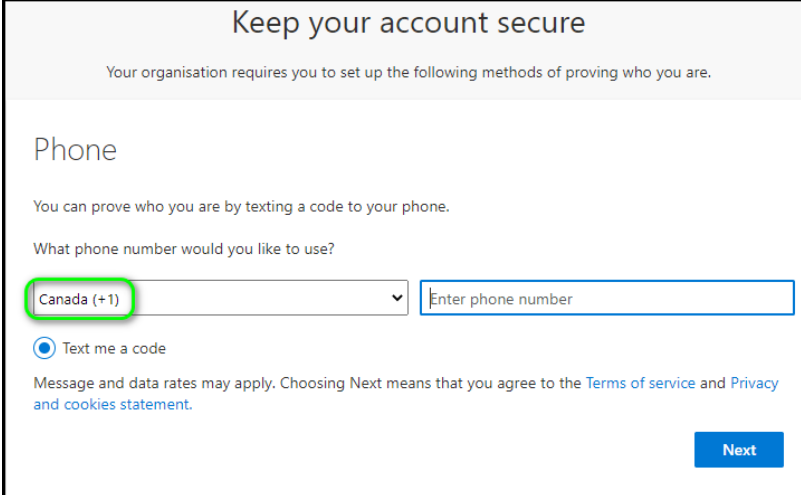
- 3) When prompted to **Stay signed in?** you can choose “yes” so you will be asked for your password less through the process.
- 4) On the **More information required** dialog, make sure the proper account is listed and then click **Next**.



The screenshot shows the 'More information required' dialog. A red arrow points to the account selection dropdown, which is circled in green. The text 'Make sure this is the correct account' is visible at the top. The 'Next' button is highlighted at the bottom right.

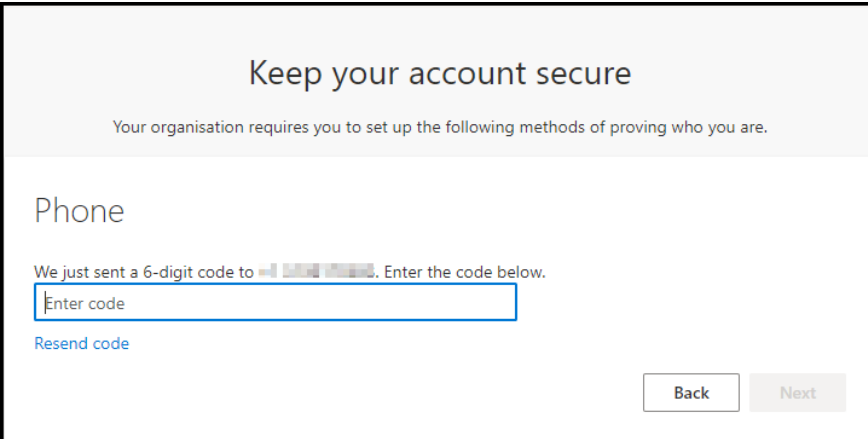
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- 5) On the **Keep your account secure** dialog, choose **Canada** (or the country that your phone is registered to) and enter your mobile phone number (*device needs to be able to receive text messages*). Select **Text me a code** and click **Next**




The screenshot shows a web form titled "Keep your account secure" with a subtitle "Your organisation requires you to set up the following methods of proving who you are." Under the heading "Phone", it says "You can prove who you are by texting a code to your phone." and "What phone number would you like to use?". There is a dropdown menu for the country, with "Canada (+1)" selected and highlighted by a green circle. Next to it is a text input field labeled "Enter phone number". Below these is a radio button labeled "Text me a code" which is selected. At the bottom right is a blue "Next" button. A disclaimer at the bottom states: "Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#)."

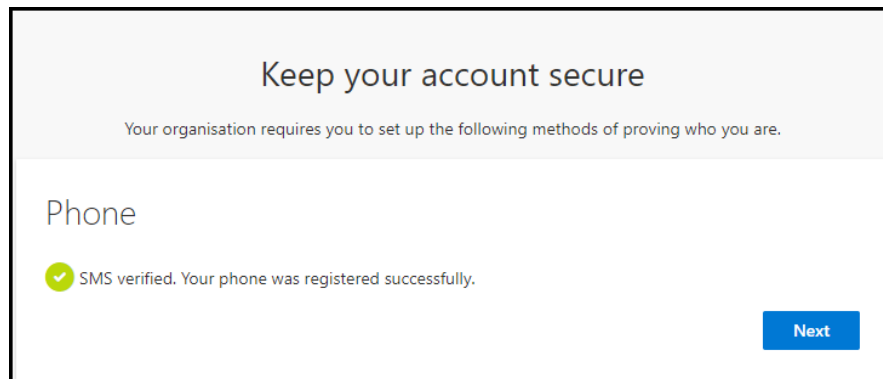
- 6) When prompted, enter the code you were texted and then click **Next**. If the code does not arrive within 60 seconds, click **Resend code**.



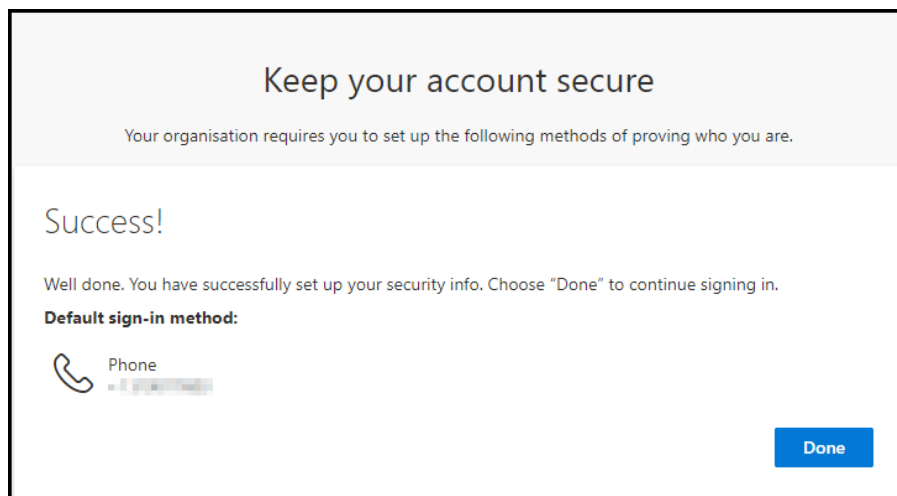
The screenshot shows the same "Keep your account secure" dialog. It now says "We just sent a 6-digit code to [redacted phone number]. Enter the code below." There is a text input field labeled "Enter code". Below it is a link that says "Resend code". At the bottom right are two buttons: "Back" and "Next".

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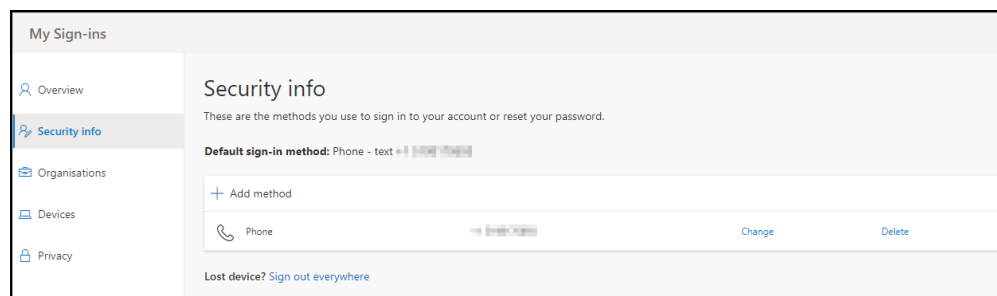
7) Click **Next** once your phone has been verified.




8) Click **Done**.



9) You will be immediately brought to your **Security info** on your **Microsoft Account Profile** page. The page will display your phone number that you have just added to your account. Close the browser when you are done reviewing the information.



Your phone is now set and can be used to reset your password when needed.

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Additional Notes

- The **Microsoft Account Profile** page can be accessed from any of the Office portal pages by clicking on your Avatar in the top-right corner and clicking **View My Account**
 - You can also view this page by going to <https://myaccount.microsoft.com>
 - You can **Change** or **Delete** MFA methods you have registered through this page by navigating to **Security info**