	Document Title:	MICROSOFT 365 SELF-SERVICE PASSWORD RESET
	Department:	Information Technology & Web Services
	Last Revision:	June 15, 2021

Purpose of this Document

This document is intended to outline the process for resetting your password on your Microsoft 365 Account through the self-service portal, without the intervention of ITWS.

Conditions for Use & Related Documentation

In order to follow this process, the following is required:

- A registered Microsoft 365 account through Contact North | Contact Nord
- Multi-Factor Authentication (MFA) setup either via **phone** or an **alternate e-mail address**
 - o ***It is not possible at this time to reset your password through the Microsoft Authenticator (or any other authenticator) App.***

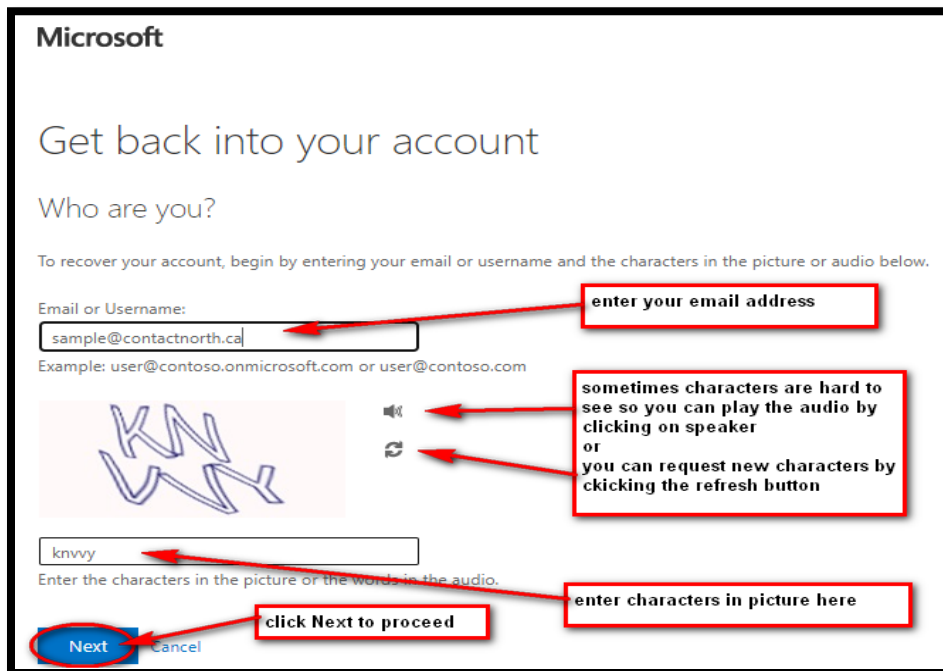
In order to setup MFA for your account, review the document titled **REGISTERING FOR SELF-SERVICE PASSWORD RESET WITH MICROSOFT 365**

Procedures


Requesting a Password Reset

- 1) Proceed to <https://passwordreset.microsoftonline.com> and enter the e-mail address to have the password reset in the **Email or Username** field.

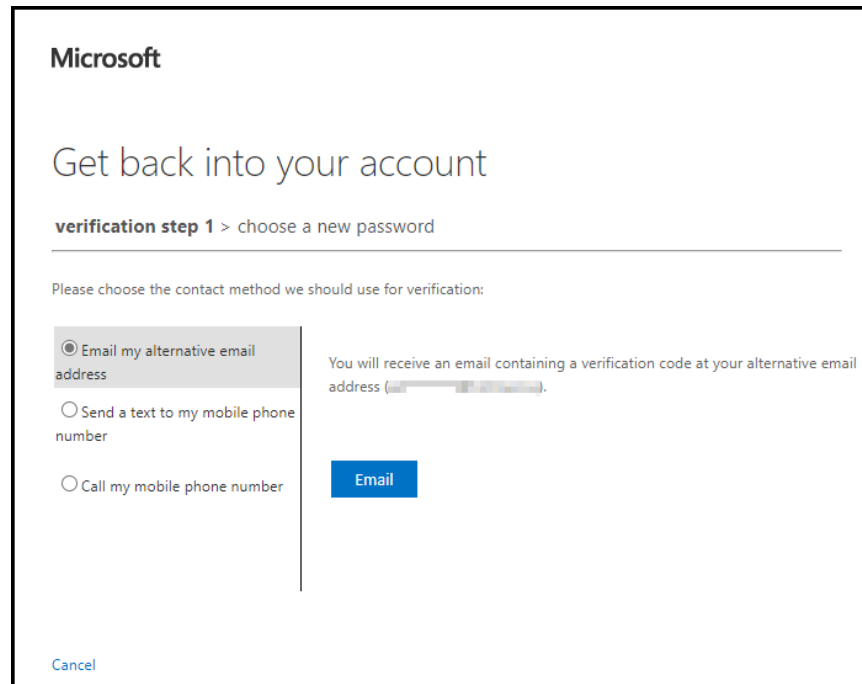
Next, enter the characters you see on-screen into the secondary field and then click **Next**.



The screenshot shows the Microsoft account recovery interface. It includes the Microsoft logo, the heading "Get back into your account", and the question "Who are you?". Below this, it instructs the user to enter their email or username and the characters from a CAPTCHA image or audio. The form has two input fields: "Email or Username:" and a CAPTCHA field. The "Email or Username:" field contains "sample@contactnorth.ca". The CAPTCHA field contains "knvvy". There are two buttons at the bottom: "Next" and "Cancel". Red arrows and boxes provide annotations: "enter your email address" points to the email field; "sometimes characters are hard to see so you can play the audio by clicking on speaker or you can request new characters by clicking the refresh button" points to the speaker and refresh icons; "enter characters in picture here" points to the CAPTCHA field; and "click Next to proceed" points to the "Next" button.

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- 2) You will be prompted to choose a method to receive a verification code to change your password, either via **text**, **call** or **alternate e-mail address**. Only methods that you have registered for will appear as options. Choose the appropriate option for you.



Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Email my alternative email address

☐ Send a text to my mobile phone number

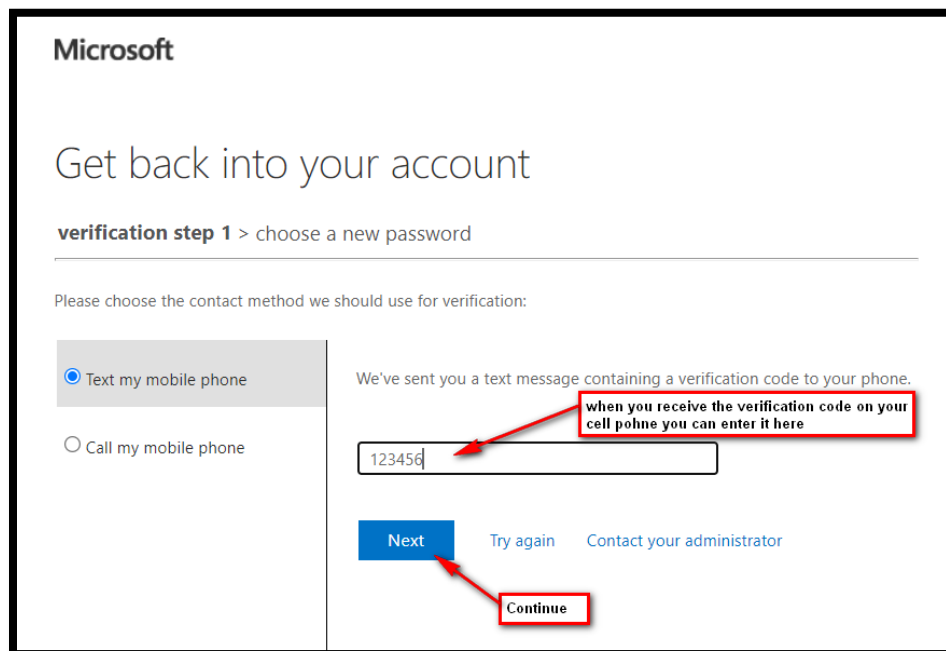
☐ Call my mobile phone number

You will receive an email containing a verification code at your alternative email address ().

Email

Cancel

- 3) A verification code will be sent to your alternate e-mail or mobile device using the method you chose in **Step 2**. Enter the code you received.



Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Text my mobile phone

☐ Call my mobile phone


We've sent you a text message containing a verification code to your phone.

when you receive the verification code on your cell phone you can enter it here

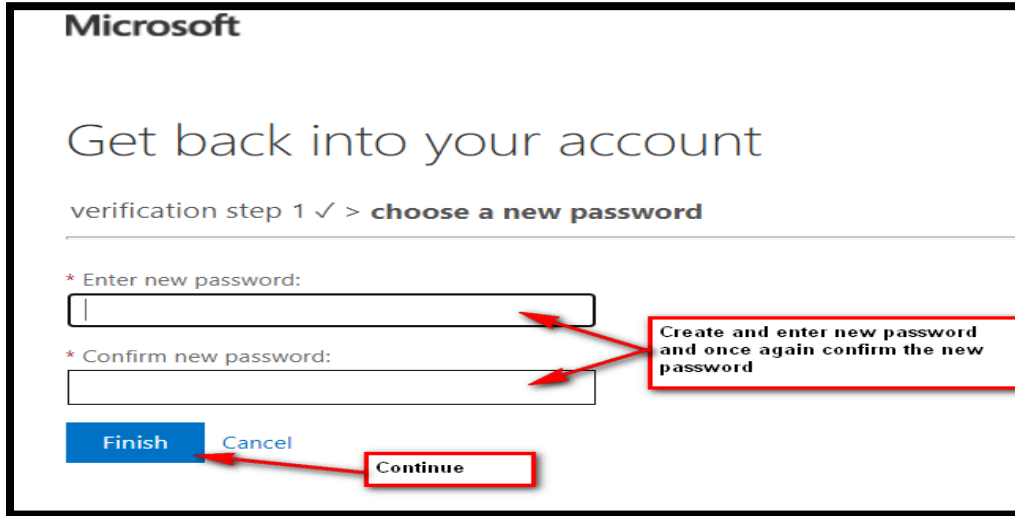
123456

Next Try again Contact your administrator

Continue

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- 4) Fill in the **Enter new password** and **Confirm new password** fields.

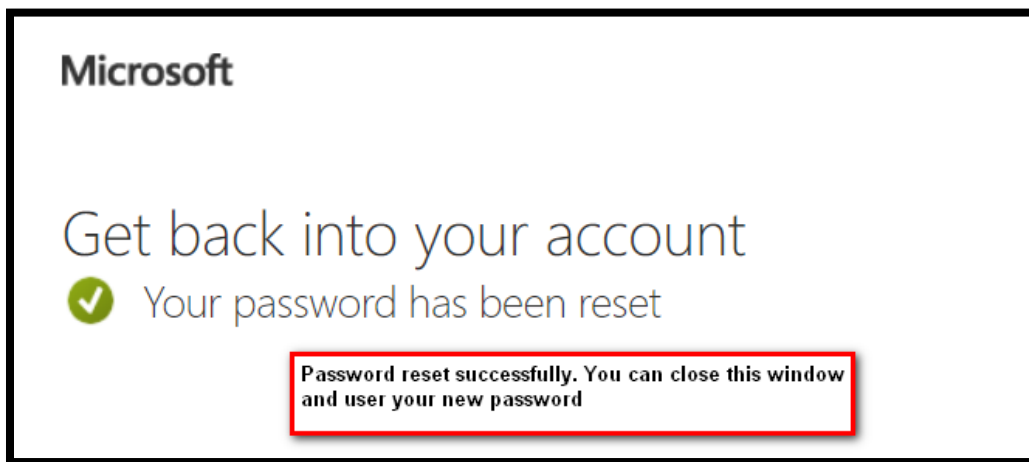



The password must meet the following criteria as prescribed by Contact North | Contact Nord:

Requires 3 out of 4 of the following criteria:

- Lowercase character (a – z)
- Uppercase character (A – Z)
- Numeric character (0 – 9)
- Symbol character
 - (@, #, \$, %, ^, &, *, -, _ !, +, =, [], { }, |, \, :, ' , ., ?, /, ` , ~, " , (,) , ; , < , or >)
- Blank space

- 5) Once your password has been successfully reset you will receive confirmation. You can now login to Microsoft 365 services with your new password.



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Additional Notes