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How to Perform a "Self-Reset" on your 365 Password

1. Purpose

The purpose of this document is to explain the steps necessary for using the 365 portal to reset a lost or forgotten account password.

2. Scope

These procedures pertain to those AoA users with 365 accounts who are not part of the AoA active directory (currently, that would be the Tribunal Advocates and the Remote Clergy)

3. Prerequisites

User of these directions must have an AoA-issued Microsoft 365 account in good standing.

4. Responsibilities

It will be the responsibility of AoA's Department of Information Technology to keep these directions updated. Should these procedures require an update, a modification, a correction, etc. – the IT department should be notified by way of the helpdesk ticketing system found at: <u>http://help.archatl.com/</u>

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5. Procedure

1. Go to **portal.office.com** and click on the Can't access your account?...

Email, phone, or Sky	pe	Click Here
No account? Create one	2!	
Can't access your accou	int?	
	Back	Next

2. Select the Work or school account option ...



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3. Enter your email address and complete the human verification ... Microsoft

Get back into your account

Who are you?

Next

Cancel

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email of Osemaine.
YourEmail@atladvocate.com
Example: user@contoso.onmicrosoft.com or user@contoso.com
ABC **
yrvkp
Enter the characters in the picture or the words in the audio. *

4. Select your method of verification ... Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:



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5. Enter your verification code ...

Microsoft

Cancel

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

O Email my alternate email	We've sent you a text message containing a verification code to your phone
• Text my mobile phone	Enter your verification code
O Call my mobile phone	Next

Enter your new password and click the Finish button ...
Microsoft

Get back into your account

verification step $1 \checkmark >$ **choose a new password**

* Enter new p	bassword:	 	
Password s	trength	 	
* Confirm ne	w password:		
Finish	Cancel		

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6. References

A library of procedures such as this may be found at AOA IT Dept.'s Knowledgebase page at: <u>https://archatl.zendesk.com/hc/en-us/sections/360006554592-Knowledgebase</u>

7. Definitions

None.