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.
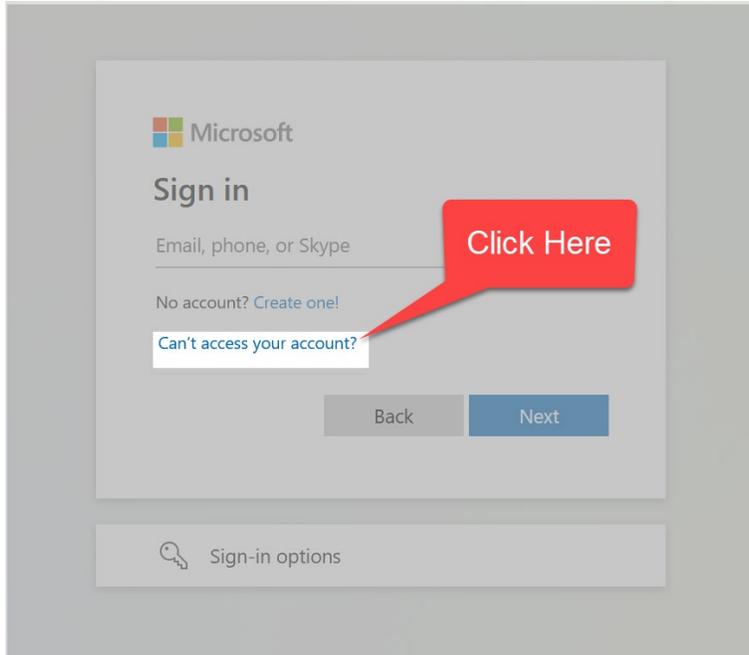
4. Responsibilities

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: http://help.archatl.com/
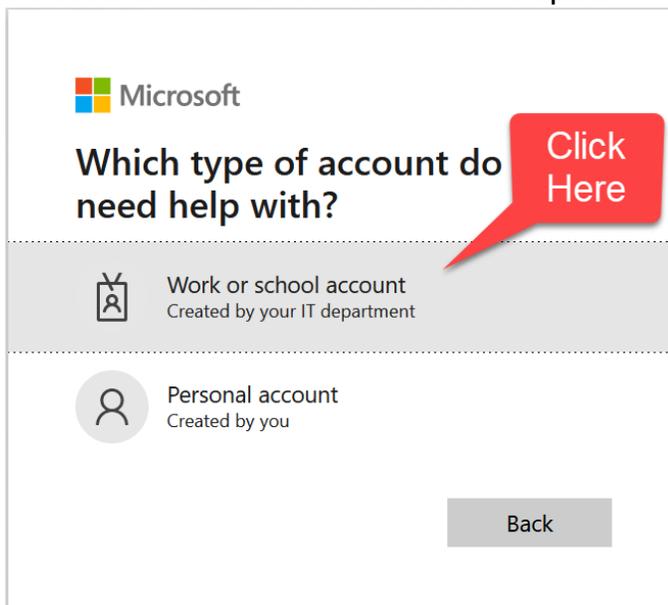
5.   Procedure

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

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

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

Microsoft

Get back into your account

Who are you?

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

Email or Username: *

YourEmail@atladvocate.com

Example: user@contoso.onmicrosoft.com or user@contoso.com

yrvkp

Enter the characters in the picture or the words in the audio. *

Next   Cancel

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:

- ⦿ Email my alternate email
- ○ Text my mobile phone
- ○ Call my mobile phone

You will receive an email containing a verification code at your alternate email address (co********@outlook.com).

Email

Cancel

5. Enter your verification code …

6. Enter your new password and click the **Finish** button …

6.   References

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

7.   Definitions

None.