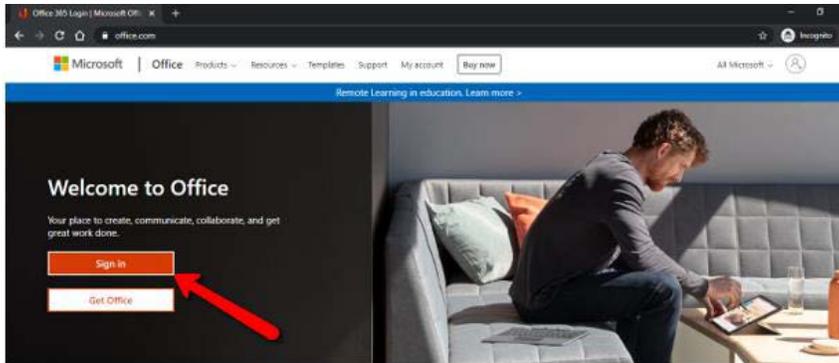


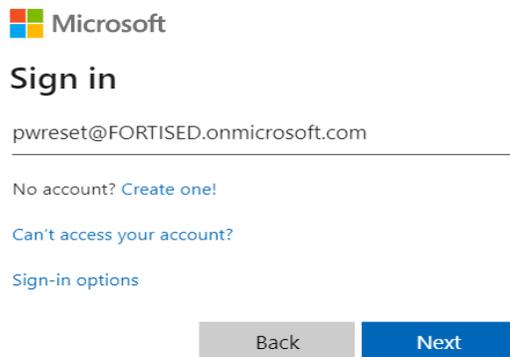
MS Office 365 Forgot Password

Please complete the following steps **if you have already set up your MS Office 365 Account** but forgot your password.

1. Type www.office.com into your web browser. Select "Sign In".



2. Enter your username/Office 365 email address into the SIGN IN area and select "Next".



3. Select "Forgot my password".



4. Enter the characters in the box that is in the picture or the words in the audio.
Note: this is unique and the screenshot in the instructions is just an example

Get back into your account

Who are you?

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

User ID:
pwreset@fortised.onmicrosoft.com

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



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

Next Cancel

5. Select the contact method for verification. The choices are either alternative email(personal email on file at the school), text message to your mobile phone or call your phone.

“Select the option and the prompt to either email, text or call”.

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

In order to protect your account, we need you to enter your complete mobile phone number (*****10) below. You will then receive a text message with a verification code which can be used to reset your password.

Text

6. You will receive a numeric code , showing as “Your Code is: #####”, enter in that unique code into the box. Select “Next”.

7. This will prompt you to enter a new password.

verification step 1 ✓ > choose a new password

* Enter new password:

Password strength

* Confirm new password:

Finish Cancel

A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username.