


## Office 365 – Offsite Password Reset Guide

Previously it was only possible to reset your password when on-site, or through VMware when off-site. With Office 365 Azure Password Reset, it's now possible to reset and recover your password from anywhere, as long as you have an internet connection.

To get started, please navigate to this link - <https://aka.ms/ssprsetup>

The standard Microsoft sign-in screen will appear, please enter your email address and click 'Next':



### Sign in

[No account? Create one!](#)

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

[Sign-in options](#)

[Next](#)

You will then be redirected to the Reaseheath branded login page, please enter your password and click 'Sign in':



Sign in with your organizational account

[Sign in](#)

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

The screen below will then appear. As the message states, you will need to provide at least one authentication method to enable off-site password reset. Please choose whichever method you prefer:

Microsoft jc00100743@reaseheath.ac.uk | ?

## don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. **You'll need to set up at least 1 of the options below.**

- ! Authentication Phone is not configured. [Set it up now](#)
- ! Authentication Email is not configured. [Set it up now](#)
- ! Security Questions are not configured. [Set them up now](#)

In this example, we have chosen 'Security Questions', once you have filled out the details, please click 'Save Answers':

Microsoft jc00100743@reaseheath.ac.uk | ?

## don't lose access to your account!

Please select questions to answer below. **Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.**

**Security question 1**

!

**Security question 2**

!

**Security question 3**

!

## don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

! Authentication Phone is not configured. [Set it up now](#)

! Authentication Email is not configured. [Set it up now](#)

✓ 3 Security Questions are configured. [Change](#)

finish

cancel

You can now click 'Finish' or choose to setup another authentication method (Not mandatory).

You will then be taken to the 'Apps' section of your account, from here you can continue to work as normal:



## Apps

Calendar	Delve	Dynamics 365	Groups
Excel	Flow	Forms	
Moodle	OneDrive	OneNote	
Outlook	People	Planner	
PowerApps	PowerPoint	SharePoint	
Stream	Sway	Tasks	
Teams	To-Do	Video	
Word			

Now you have registered your authentication method, if you ever need to reset your password while off-site, please use the steps below.

On the Reaseheath branded login page, below the password box you will find a link that states 'Can't access your account?', please click this:



Sign in with your organizational account

Sign in

Can't access your account?

Alternatively, you can also browse to <https://passwordreset.microsoftonline.com/>

You will then be asked to enter your email address and enter the characters from the picture provided. Once entered, please click 'Next':

**Microsoft**

## 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:

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



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

**Next**

Cancel

You will then be taken to the screen below. Depending on the authentication methods you selected in the previous steps, you may have more than one choice:

**Microsoft**

## Get back into your account

**verification step 1** > choose a new password

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Please choose the contact method we should use for verification:

Answer my security questions

What is your favorite food?

In what city was your first job?

What was your favorite sport in high school?

Next

[Contact your administrator](#)

[Cancel](#)

As long as your authentication method is correct, you will then be presented with the screen below and given the opportunity to select a new password. Please have in mind that your new password needs to meet the following criteria:

- At least 8 characters in length
- At least one upper case letter (A through Z)
- At least one lower case letter (a through z)
- At least one number (0 through 9)
- At least one non-alphabetical character (for example, !, \$, #, %)
- Cannot have previously been used for your past three passwords

**Microsoft**

## Get back into your account

verification step 1 ✓ > **choose a new password**

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\* Enter new password:

\* Confirm new password:

**Finish**

Cancel

As long as your new password matches the criteria, you will receive the message below:

**Microsoft**

## Get back into your account

✓ Your password has been reset

From there you can then navigate back to the Office 365 login page and login with your new password:

<https://login.microsoftonline.com>