Office 365 – How to Reset Password or Unlock Account

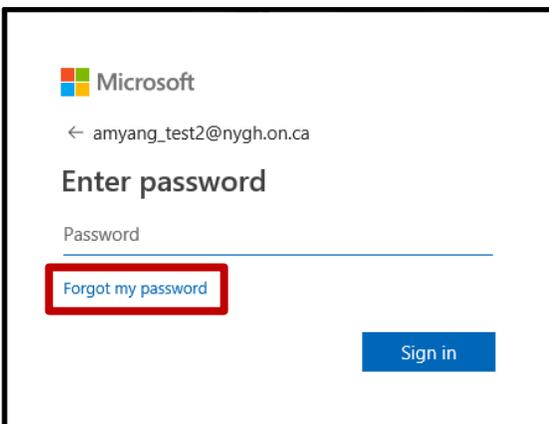1. Go to https://www.office.com, click on "**Sign in**".
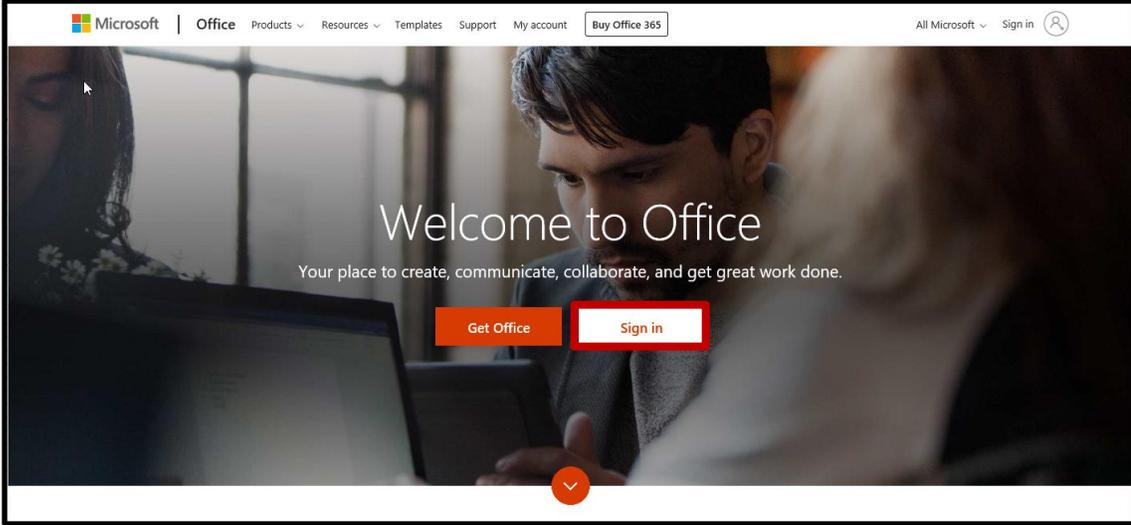
2. Enter your NYGH email account, the click on "**Next**".
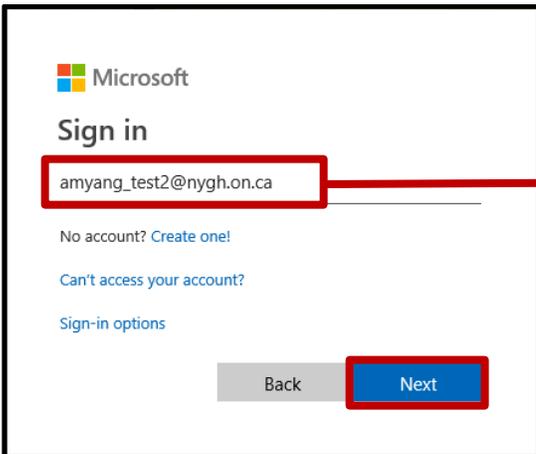
Username must be enter as
username@nygh.on.ca
(For example: If your user name is abcd, you would enter abcd@nygh.on.ca)

3. Click on "**Forgot my password**".

4. Your NYGH email address will appear under "User ID". Enter the <u>characters</u> in the picture, then click "**Next**".

6. Select "**I forgot my password**" to <u>reset</u> you password or select "**I know my password, but sill can't sign in**" to <u>unlock</u> your account, then click "**Next**".
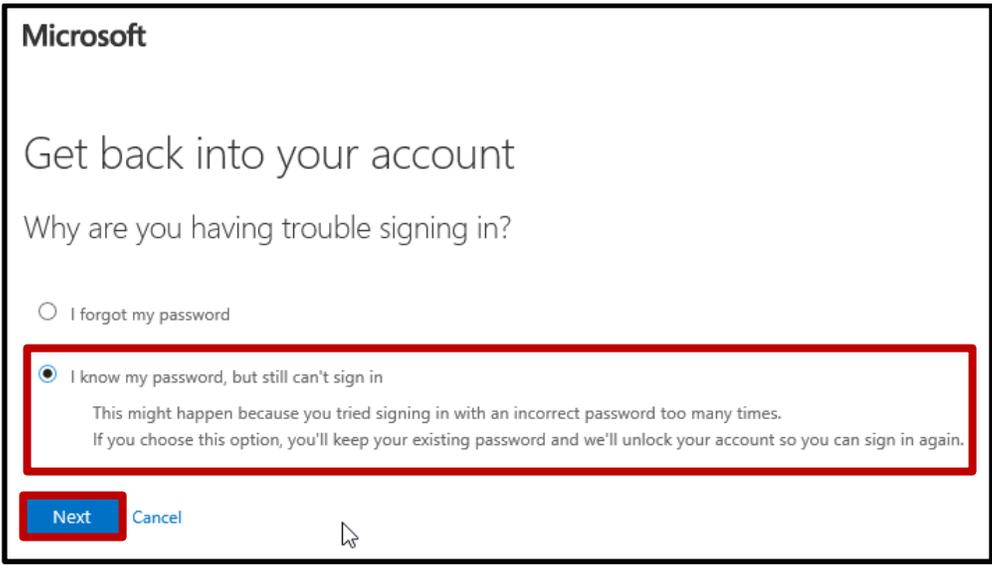
7. Select 1 of the 3 verification method.

    a) To receive verification code to your external email, select "**Email my alternate email**" then click "**Email**".
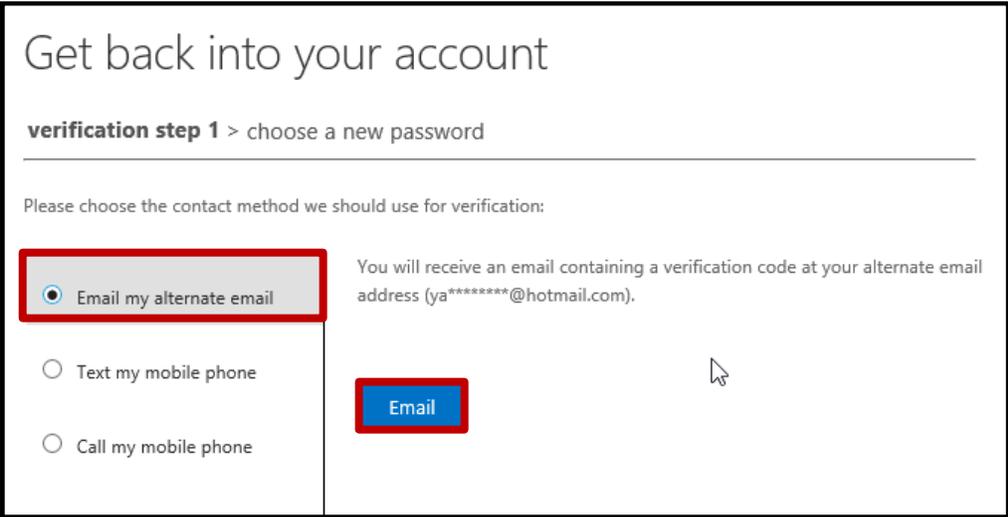
Enter the code from your personal email account, then click "**Next**".

b) To receive verification code in a text message to your phone, select "**Text my mobile phone**", confirm your phone number, then click "**Text**".

Get back into your account

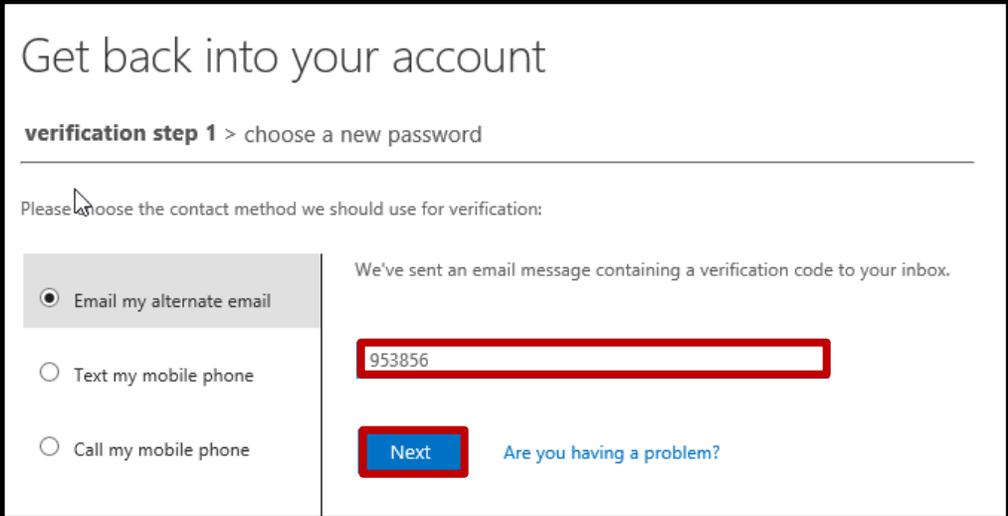**verification step 1** > unlock your account

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 (**********35) below. You will then receive a text message with a verification code which can be used to reset your password.

1111111135

[Text]

Enter the code from your mobile phone then click "**Next**".

Get back into your account

verification step 1 > unlock your account

Please choose the contact method we should use for verification:

○ Email my alternate email

◉ Text my mobile phone

○ Call my mobile phone

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

545374

[Next]   Try again   Contact your administrator

c) To receive a verification call, select "**Call my mobile phone**", confirm your phone number, then click "**Call**".

Get back into your account

verification step 1 > unlock your account

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 (**********35) below. You will then receive a call. Please answer it to continue.

1111111135

[Call]

To complete the verification, <u>answer your phone</u> then press the "**#**" key.

8. If you have selected to <u>unlock</u> your account, you will receive the following confirmation. Click on the "**click here**" link to log in with your existing password.

9. If you have selected to reset your password, enter your <u>new password</u>, confirm the new password then click on "**Finish**".

The **password requirements** are:

* Must be at least 12 characters

* Must contain 3 of the following: uppercase letters, lowercase letters, numbers, symbols

* Cannot contain any part of your name or user name

* Cannot be repeated

You will receive the following confirmation. Click on the "**click here**" link to log in with your new password.

Microsoft

Get back into your account

✅ Your password has been reset

To sign in with your new password click here.