Office 365 – How to Reset Password or Unlock Account

1. Go to https://www.office.com, click on "Sign in".



2. Enter your <u>NYGH email account</u>, the click on "Next".



3. Click on "Forgot my password".

Microsoft	
\leftarrow amyang_test2@nygh.on.ca	
Enter password	
Password	
Forgot my password	
	Sign in

4. Your NYGH email address will appear under "User ID". Enter the <u>characters</u> in the picture, then 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: amyang_test2@nygh.on.ca Example: user@contoso.onmicrosoft.com or user@contoso.com		
RAD *		
R3PRP Enter the characters in the picture or the words in the audio.		
Next Cancel		

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".

Microsoft
Get back into your account Why are you having trouble signing in?
I forgot my password No worries, we'll help you to reset your password using the security info you registered with us.
O I know my password, but still can't sign in
Next Cancel

Microsoft		
Get back into your account		
Why are you having trouble signing in?		
O I forgot my password		
 I know my password, but still can't sign in This might happen because you tried signing in with an incorrect password too many times. If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again. 		
Next Cancel		

- 7. Select 1 of the 3 verification method.
 - a) To receive verification code to your <u>external email</u>, select "Email my alternate email" then click "Email".

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	You will receive an email containing a verification code at your alternate email address (ya******@hotmail.com).	
O Text my mobile phone	Email	
O Call my mobile phone		

Enter the <u>code</u> from your personal email account, then click "Next".

Get back into your account		
verification step 1 > choose a new password		
Please boose the contact method we should use for verification:		
• Email my alternate email	We've sent an email message containing a verification code to your inbox.	
O Text my mobile phone	953856	
O Call my mobile phone	Next Are you having a problem?	

b) To receive verification code in a <u>text message</u> to your phone, select "**Text my mobile phone**", confirm your <u>phone number</u>, 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	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.	
• Text my mobile phone		
O Call my mobile phone	111111135	
	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	e should use for verification:	
We've sent you a text message containing a verification code to your phone.		
• Text my mobile phone	545374	
○ Call my mobile phone	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	e should use for verification:	
O Email my alternate email	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	
○ Text my mobile phone	to continue.	
 Call my mobile phone 	1111111135 Call	

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

Get back into your account		
verification step 1 > unlock your account		
Please choose the contact method we should use for verification:		
O Email my alternate email	We're calling your phone. Please answer it to continue.	
○ Text my mobile phone		
Call my mobile phone		

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**".

Get back into your account	The password requirements are:
verification step 1 √ > choose a new password	* Must be at least 12 characters
* Enter new password:	* Must contain 3 of the following: uppercase letters, lowercase letters, numbers, symbols
* Confirm new password:	* Cannot contain any part of your name or user name
Finish Cancel	* Cannot be repeated

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

