Office 365 – How to Verify/Update Authentication Phone and Email for Password Reset
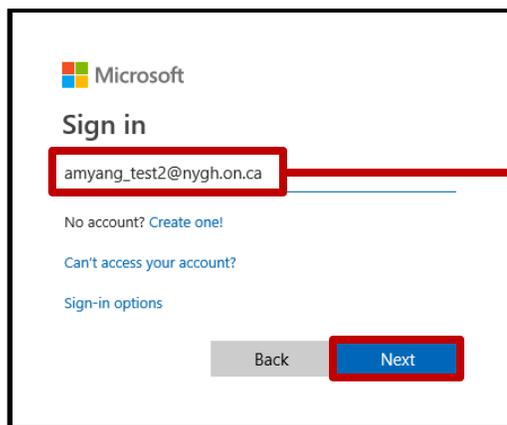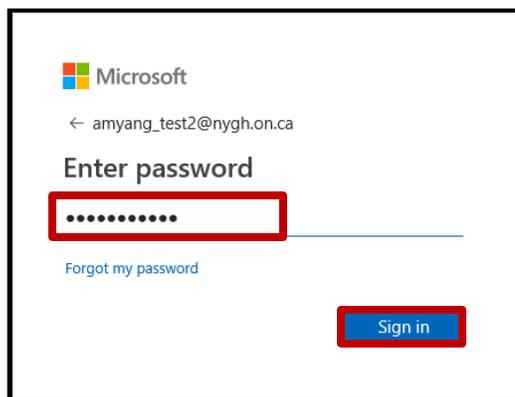
1. Got to https://account.activedirectory.windowsazure.com/PasswordReset/Register.aspx?regref=ssprsetup, enter your NYGH email then click "**Next**".

> Username must be enter as
> **username@nygh.on.ca**
> (For example: If your user name is abcd, you would enter abcd@nygh.on.ca)
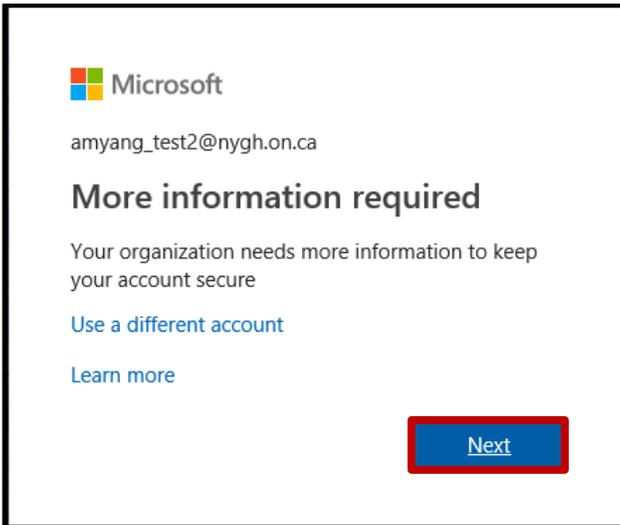
2. Enter your NYGH email password then click on "**Sign in**".

3. Click "**No**" when asked to "Stay signed in".

4. You will be prompted to set up your authentication phone number and email if you have not done so. If you receive the following screen, please click "**Next**" and follow the steps A1 to A9 on page 4 to 6 to set up your authentication information.

5. If you have already entered your authentication phone and/or email, you will see the following screen.
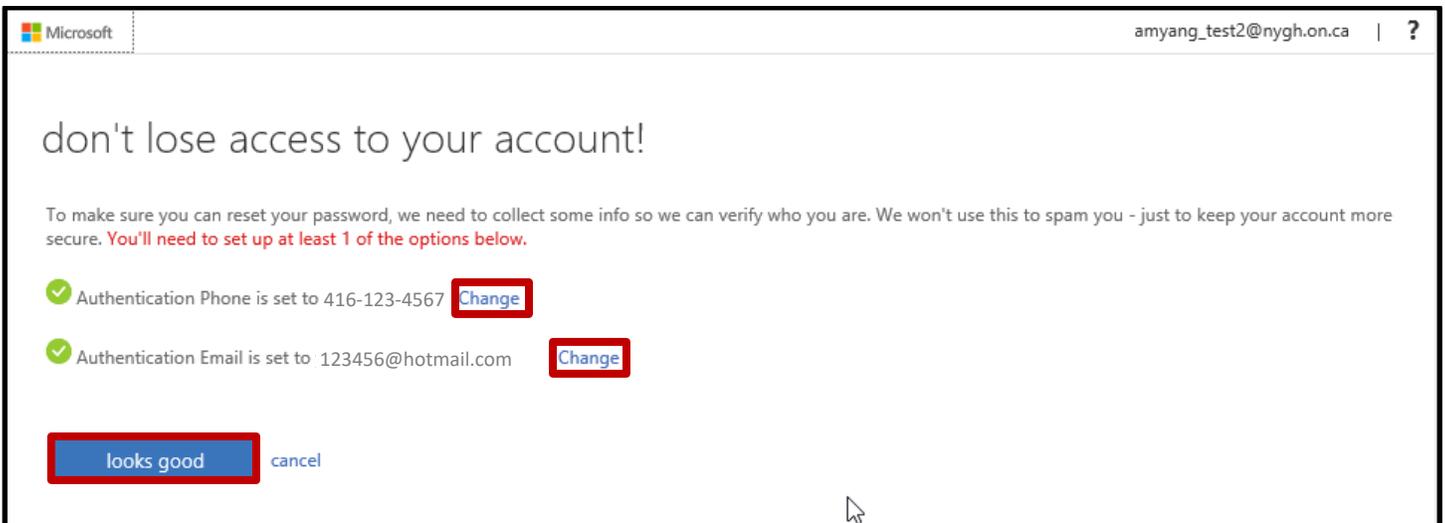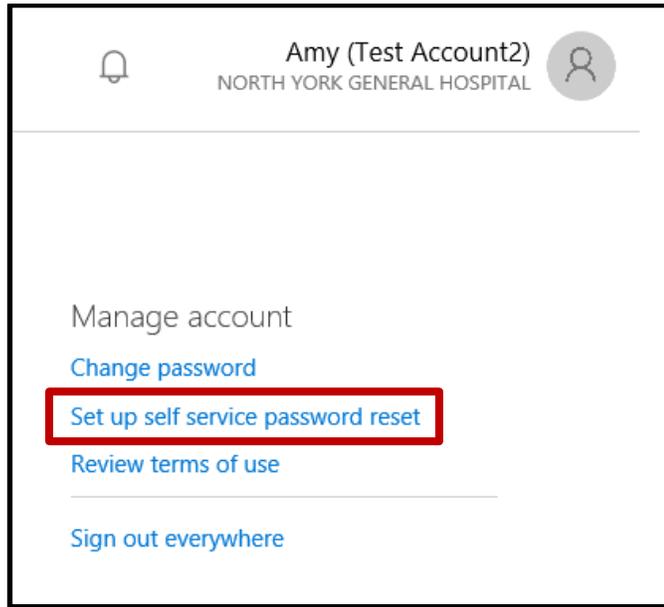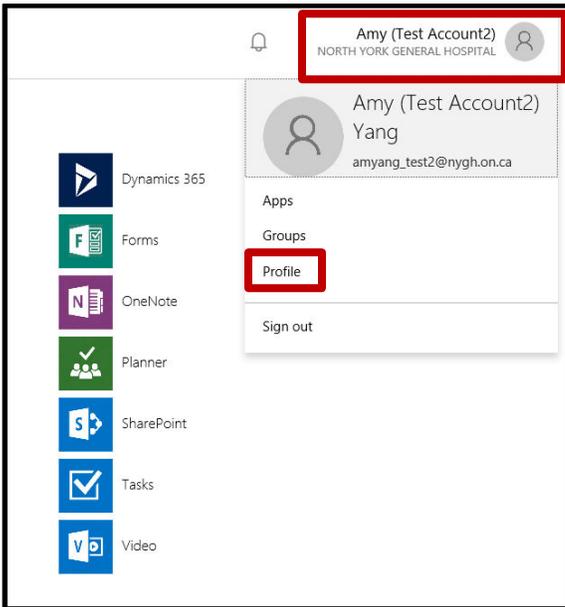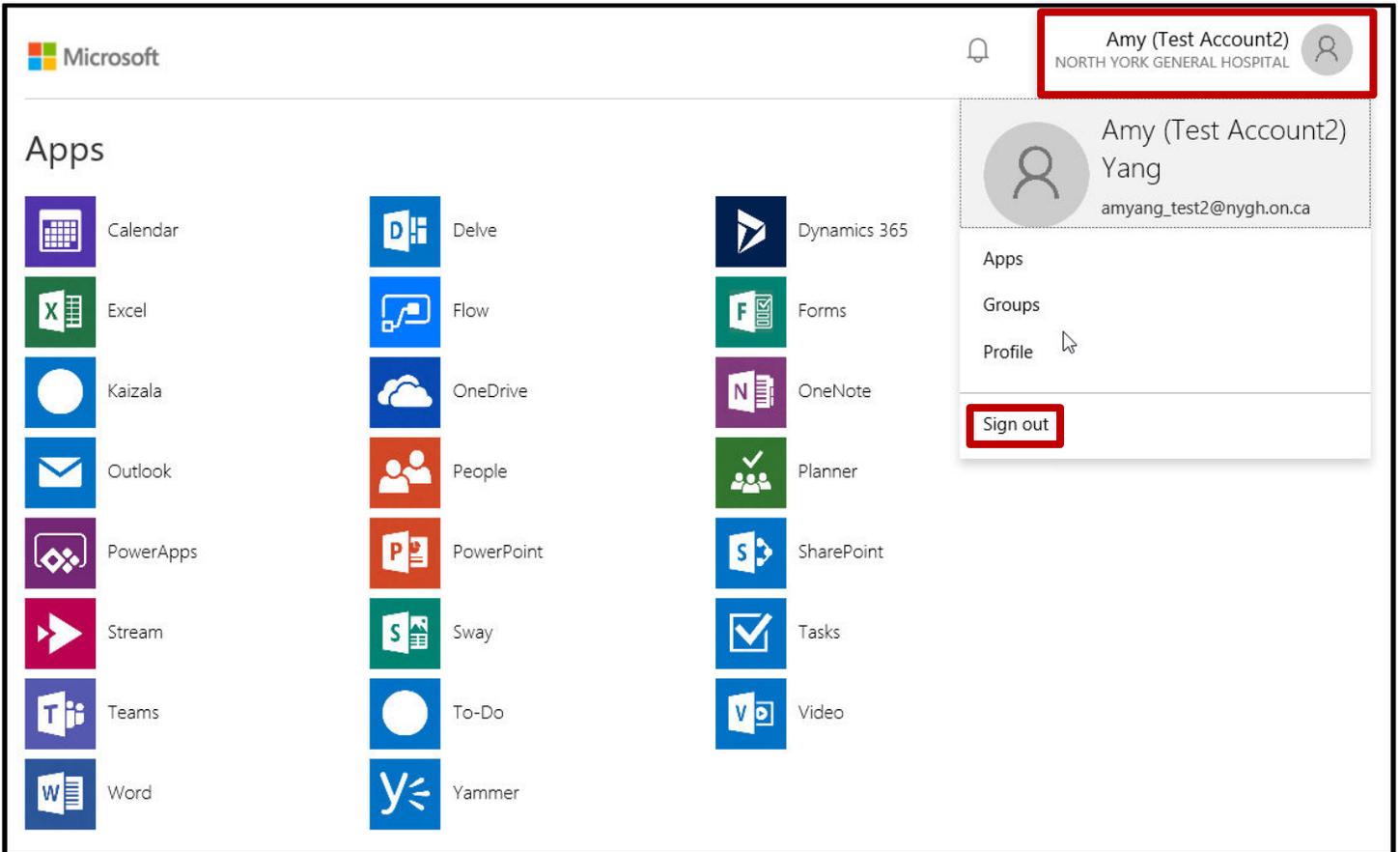

Please review your authentication information.

If you would like to update your authentication phone and/or email, click on "**Change**" listed beside the option then follow steps A2 to A6 on page 5 and 6 on how to set up authentication phone and email.

If the information listed is correct, click on "**looks good**" to confirm.

6. If you do not see the previous screen and would like to verify and/or update your authentication information. Click on your name located at the top right hand corner, select "**Profile**" from the list then click on "**Set up self service password reset**". This will display the above screen.

7. To exit the tool, click on your name located at the top right hand corner then select "**Sign out**" from the list.

A1. To setup you authentication information, click on "**Set it up now**". You are required to set up at least 1 of the options.

A2. If you select to set up your authentication phone, select "Canada" from the drop down, enter your phone number including the area code, then select either "**text me**" or "**call me**".

A3. If you selected "**text me**", enter the 6 digit code from your phone then click "**verify**".

A4. If you selected "**call me**", answer your phone then press # on your phone to confirm.

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Canada (+1)

416-123-4567

text me   call me

We're calling your phone. Please answer it to continue.

back

A5. To set up your authentication email, click on "**set it up now**", enter you external email address then click on "**email me**".

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

123456@hotmail.com

email me

back

A6. Enter the verification code from your external email then click "**verify**"

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

123456@hotmail.com

email me

We've sent an email message containing a verification code to your inbox.

595595   verify   try again

back

A7. Once the authentication information is set up, you will see a green check mark beside the option. Please verify the information then click "**finish**".

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 set to +1 4167027135. Change

✅ Authentication Email is set to yangchungwei@hotmail.com. Change

finish   cancel