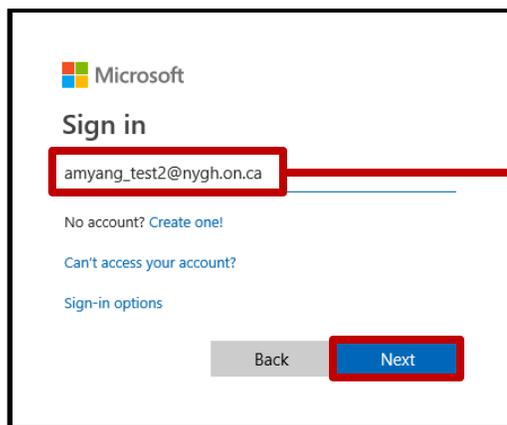


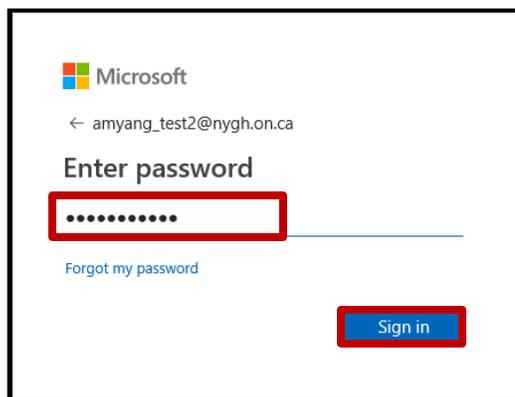
Office 365 – How to Verify/Update Authentication Phone and Email for Password Reset

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)

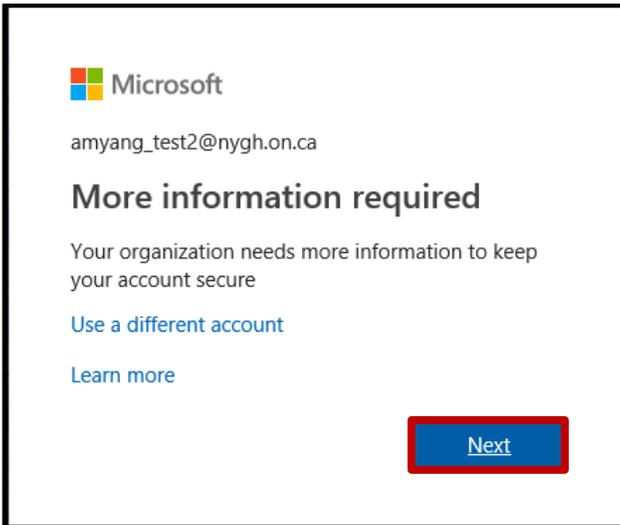
2. Enter your NYGH email password then click on “**Sign in**”.



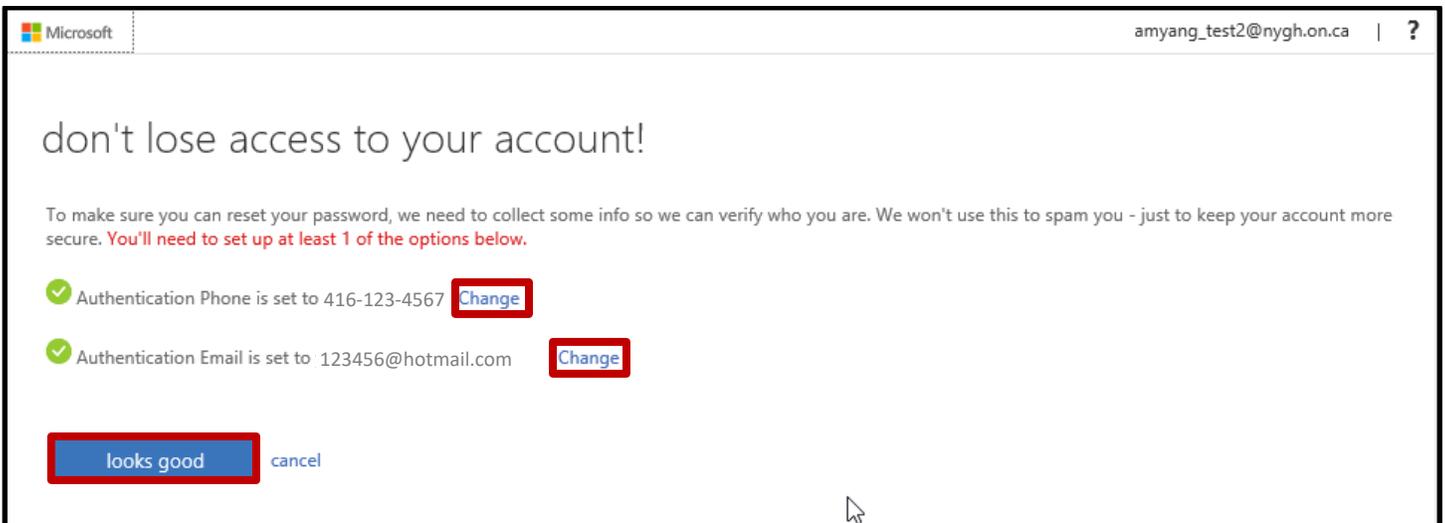
3. Click “**No**” when asked to “Stay signed in”.



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.

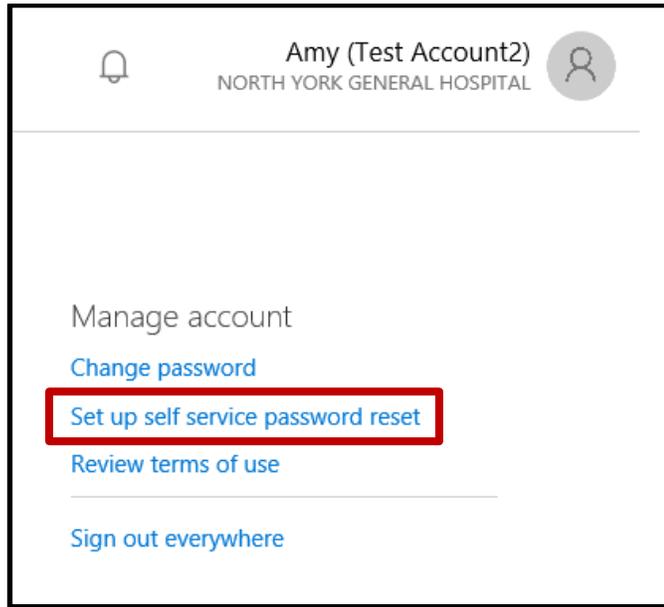
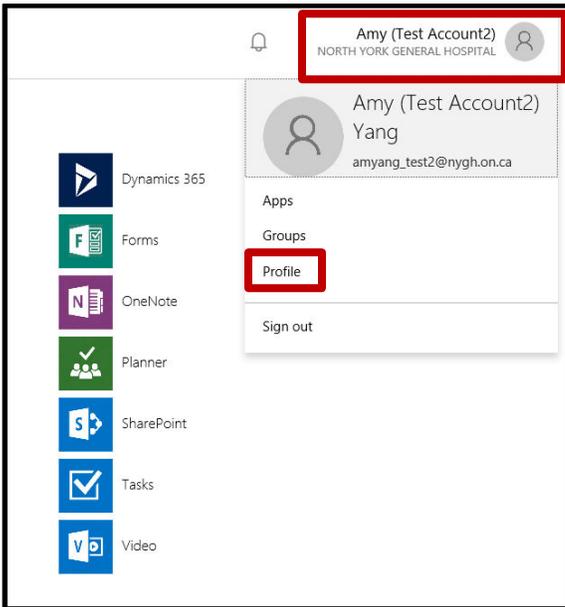


Please review your authentication information.

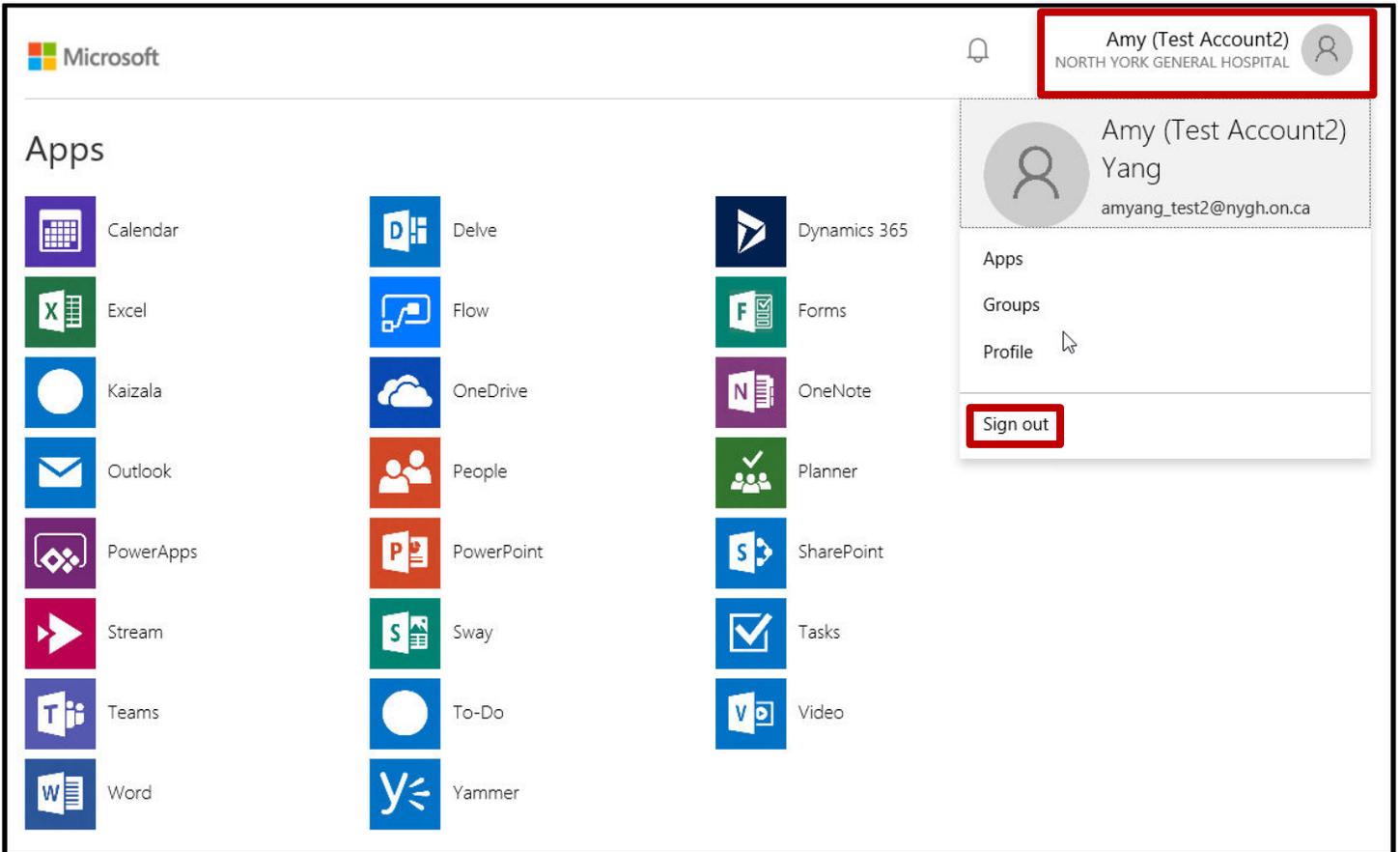
If you would like to update your authentication phone and/or email, click on “**Change**” listed beside the option then follow steps A2 to A6 on page 5 and 6 on how to set up authentication phone and email.

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.

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**

finish cancel

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”**.

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Canada (+1) [v]

416-123-4567

text me call me

back

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

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Canada (+1) [v]

416-123-4567

text me call me

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

898184 verify try again

back

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)

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

This screenshot shows a web form for phone verification. The title is "don't lose access to your account!". Below the title, it says "Please verify your authentication phone number below." There is a section for "Authentication phone" with a dropdown menu set to "Canada (+1)" and a text input field containing "416-123-4567". Below this are two buttons: "text me" and "call me". At the bottom, there is a "back" button. A red box highlights a status message: "We're calling your phone. Please answer it to continue." with a loading spinner icon.

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

This screenshot shows a web form for email verification. The title is "don't lose access to your account!". Below the title, it says "Please verify your authentication email address below. Don't use your primary work or school email." There is a section for "Authentication Email" with a text input field containing "123456@hotmail.com". Below this is a blue button labeled "email me". At the bottom, there is a blue button labeled "back". A red box highlights the "email me" button.

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

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

[try again](#)

This screenshot shows a web form for verification code entry. The title is "don't lose access to your account!". Below the title, it says "Please verify your authentication email address below. Don't use your primary work or school email." There is a section for "Authentication Email" with a text input field containing "123456@hotmail.com". Below this is a grey button labeled "email me". Below that, it says "We've sent an email message containing a verification code to your inbox." There is a text input field containing "95595", a blue button labeled "verify", and a link labeled "try again". At the bottom, there is a blue button labeled "back". A red box highlights the "verify" button.

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**”.

