# Self Service Password Reset in M365

Self Service Password Reset is being enabled for all staff and faculty. This will provide a way for users to reset their account password from any location provided there is Internet connectivity. For this functionality to go into effect, users will be prompted for additional information at the Microsoft login the next time they authenticate. To initiate this rollout, users should navigate to www.office.com and sign in. The following instructions will assist in first time setup and password reset.

1. Open a web browser and navigate to www.office.com and click on sign in on the lower left side of the screen.
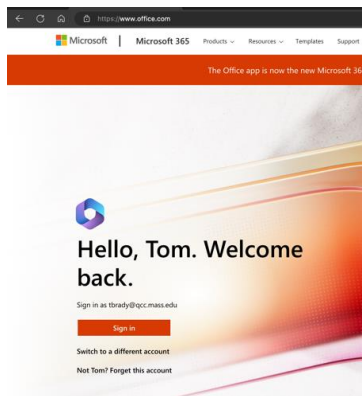
2. Enter your email address and password in the login window that you're presented with.
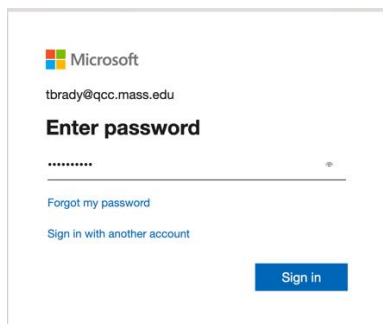
3. Verify your identity by choosing call, text or notification by clicking on one of the available choices.

4. Once successfully authenticated and validated, the system will prompt the user for additional information for account recovery and password reset. This is a one-time setup. Click next to proceed.

5. The user will then choose what method will be used for account password recovery. By default, the system suggests Microsoft Authenticator. By clicking on the text at the bottom "I want to set up a different method" The user can use a personal email or another method for account recovery.
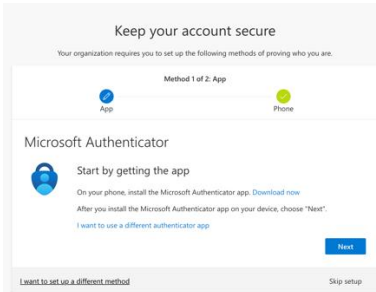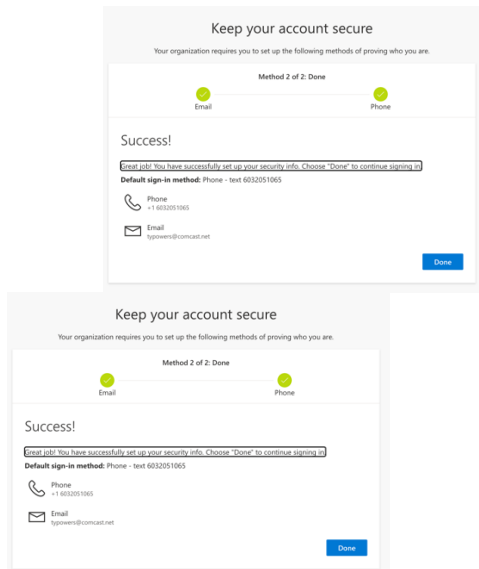

6. Choosing the email option opens the following window where an email address can be set. (Please note that this MUST be an email other than your account since the password to be reset is tied to that account).
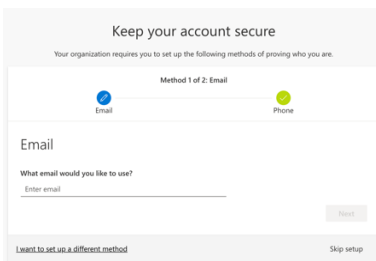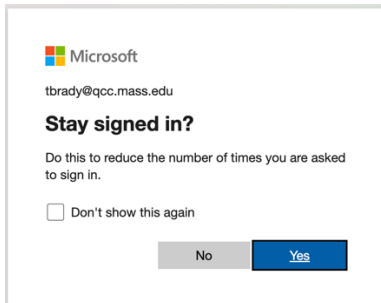

7. Enter an email address and select next.
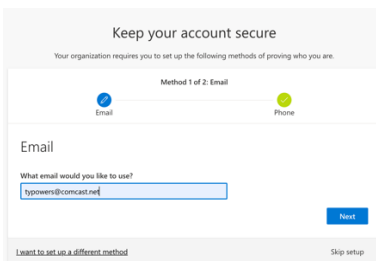
8. When completed, you should see a success message with your account recovery information as shown below. Click Done.

9. Once completed, the user is presented with the standard question of whether they would like to stay signed in or not.

You have now successfully enrolled your account for Self Service Password Reset.

Password Reset

When a user password needs to be reset or it is lost, the user can start the password reset process at the Microsoft logon window.

1. When presented with the Microsoft logon window, choosing "Forgot my password" will start the password reset process and will prompt the user for additional information.

2. Enter your QCC email address as the username, and enter the characters presented in the captcha then click next.

3. Choose one of the verification methods in the list such as email in this case and click email to receive a recovery code via email.

4. Enter the code that you received via email and click next.

Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- ⦿ Email my alternate email   We've sent an email message containing a verification code to your inbox.
- ○ Text my mobile phone
- ○ Call my mobile phone   982936

    [Next]   Are you having a problem?

Cancel

5. If the code matches, the user is then presented with a screen in which a new password can be entered and re-entered. Click finish after choosing a new password.

Microsoft

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

[Finish]   Cancel

6. After the password is successfully changed, the user is presented with the following message. By clicking on "click here", you can then sign in with your updated password.

Microsoft

Get back into your account
✅ Your password has been reset

To sign in with your new password, click here.