



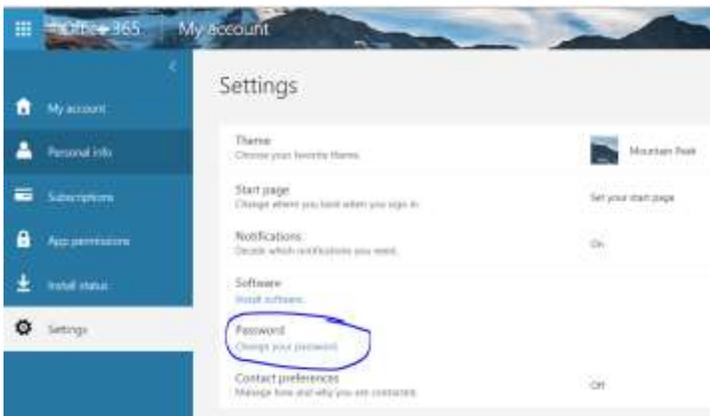
## Office 365 Online - Change Password & Self Service Password Recovery

**\*\*NOTE: The following instructions will only work if you are designated as a G3 User. If you get an error, you most likely are not licensed to use this feature. You will then need to follow the instructions on this page: <http://dii.vermont.gov/sites/dii/files/PDF/Support/How-to-change-your-password.pdf> If you are unsure what your license designation is, please call your IT Helpdesk for assistance.**

### Change my account password

**\*\*NOTE: If you change your password in the Office 365 online portal, you will also be required to use this new password when logging in to your state-owned computer, and you will have to change your password on any mobile devices you have connected to your state email. (See our [How To](#) web page for instructions on changing your password on your mobile device.) You may also be required to re-activate your Office 2016 local desktop installation.\*\***

1. [Sign in to Office 365](#) with your [work or school account](#).
2. Go to **Settings**  > **Office 365 settings** > **Password** > **Change password**. (first screen below)
3. Type your old password, and then type a new password and confirm it. (change password screen below)
4. Click **Submit**.



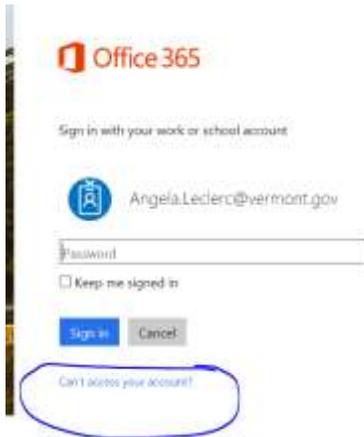
**\*\*NOTE: When you change your password for your work account, be sure to update the password on your phone and desktop email program to match the new password for your account.**

## Recover your password:

**NOTE:** You must go to the following URL: <http://aka.ms/ssprsetup> to set up your challenge information. (THIS MUST BE COMPLETED BEFORE YOU ATTEMPT TO RECOVER YOUR PASSWORD THROUGH THE O365 PORTAL.) See [Self Service Password Set up](#) below.

Go to the Office 365 Online Portal: <https://portal.office.com>

Type your login (your email address) and click on **Can't Access Your Account**



Follow the instructions and prompts to reset your password – you will have to choose one of the options you set up during the [self-service password reset setup](#).

**NOTE:** If your account is locked out, you will be able to reset your password through this mechanism, but you will not be able to login immediately, and will have to wait based on settings in your domain. See [Account Locked Out](#) below.

## Self-Service Password Setup

You will need at least two methods set up in order to use the self-service password reset.

Office Phone is the phone number that is currently entered into our system (Active Directory). If your phone number is not correct, please submit a LANDesk Request to have it updated to your current phone number.

# 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.

- ✔ Office phone is set to 8028280469. This information is managed by your administrator.
- ⚠ Authentication Phone is set to 8028396265. Verify
- ❗ Authentication Email is not configured. Set it up now
- ❗ Security Questions are not configured. Set them up now

Looks good cancel

Authentication Phone is set to xxxxxxx – Verify (this is a cell phone)

If you click on Verify,

Select your Country/Region – United States

Ensure that your mobile phone is entered correctly

Microsoft Azure

## don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1) 8021234566

text me call me

back

Click on Text me or Call me

You should receive a text or phone call to the number provided. Please enter it into the box provided and click Verify.

## don't lose access to your account

Please verify your authentication phone number below.

Authentication phone

United States (+1)

text me

call me

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

verify

### Alternate Email Address:

Enter a personal email address. This will email you a code that needs to be entered into the portal.

## 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

name@gmail.com

email me

back

### Add Security Questions:

Answer the 3 security questions and click on Save.

# don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.

## Security question 1

## Security question 2

## Security question 3

Load answers

back

Click on 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.

- Office phone is set to 8028289468. This information is managed by your administrator.
- Authentication Phone is set to +1 8028396265. [Change](#)
- Authentication Email is set to angela.jocerc74@gmail.com. [Change](#)
- 3 Security Questions are configured. [Change](#)

finish cancel

applications profile



Just close out of this screen.

You are now set up to recover your password.

### Account Locked Out:

If your account is locked out, and you have followed these steps to recover your password, you may see this screen:

Your account is temporarily locked to prevent unauthorized use. Try again later, and if you still have trouble, contact your support person.

Keep me signed in

[Sign in](#) [Back](#)

[Can't access your account?](#)

If this occurs, you will have to call your IT Helpdesk to have your account unlocked, or wait for the timeout period to pass depending on the department/agency you work for.