

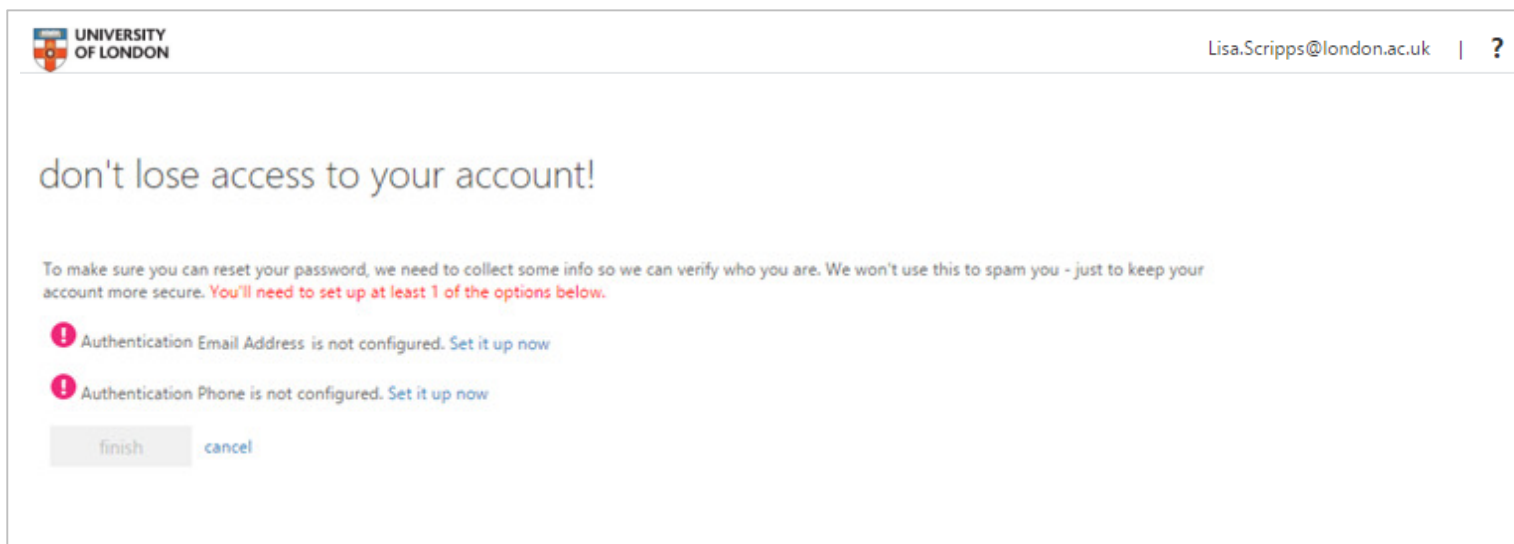
Resetting passwords in Office 365

Self-service password functionality has now been enabled for Office 365. This means you can now change your password in O365 which will behave exactly the same as changing it on your office workstation. In addition to this, forgotten passwords can be reset from within office 365 after following a simple registration process.

How to register for password reset

In order to use the password reset feature of office 365, you must first register your details at the password reset portal <http://aka.ms/ssprsetup>

1. You will be asked to enter either an alternative **email address** (not your work email) or your **mobile number** (this is not disclosed via any public directory).



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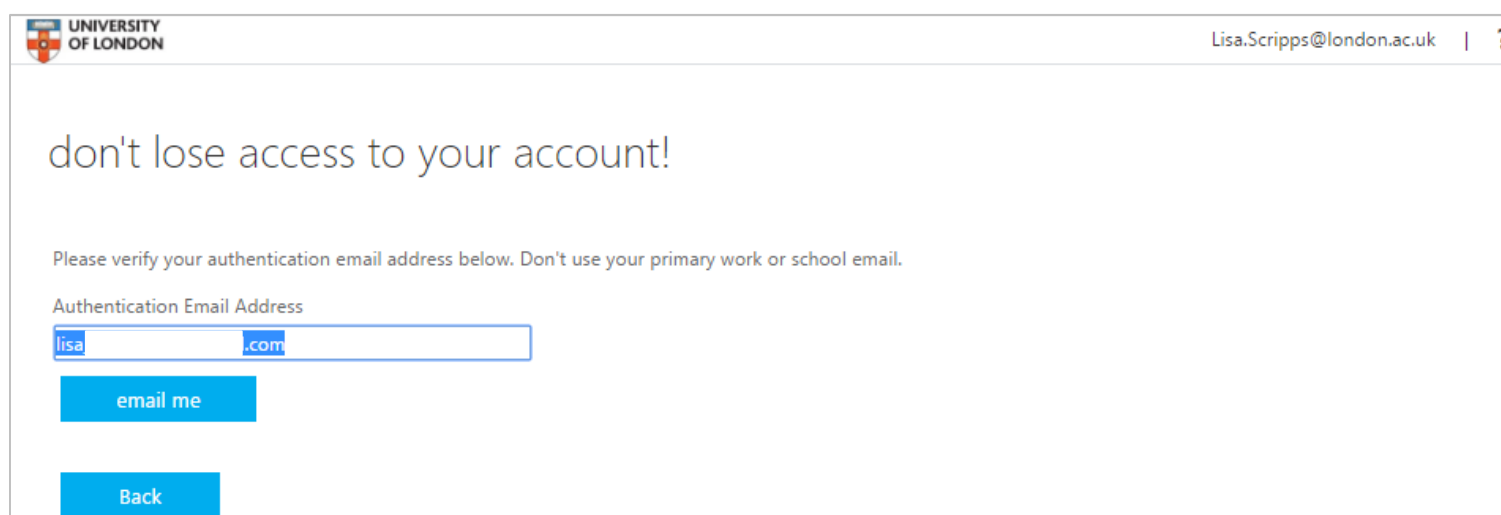
don't lose access to your account!

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 Email Address is not configured. Set it up now
- ! Authentication Phone is not configured. Set it up now

finish cancel

2. You will have to enter at least one of these but you can choose to fill out both. If you choose **alternative email address**, a verification code will be sent to this address.



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don't lose access to your account!

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

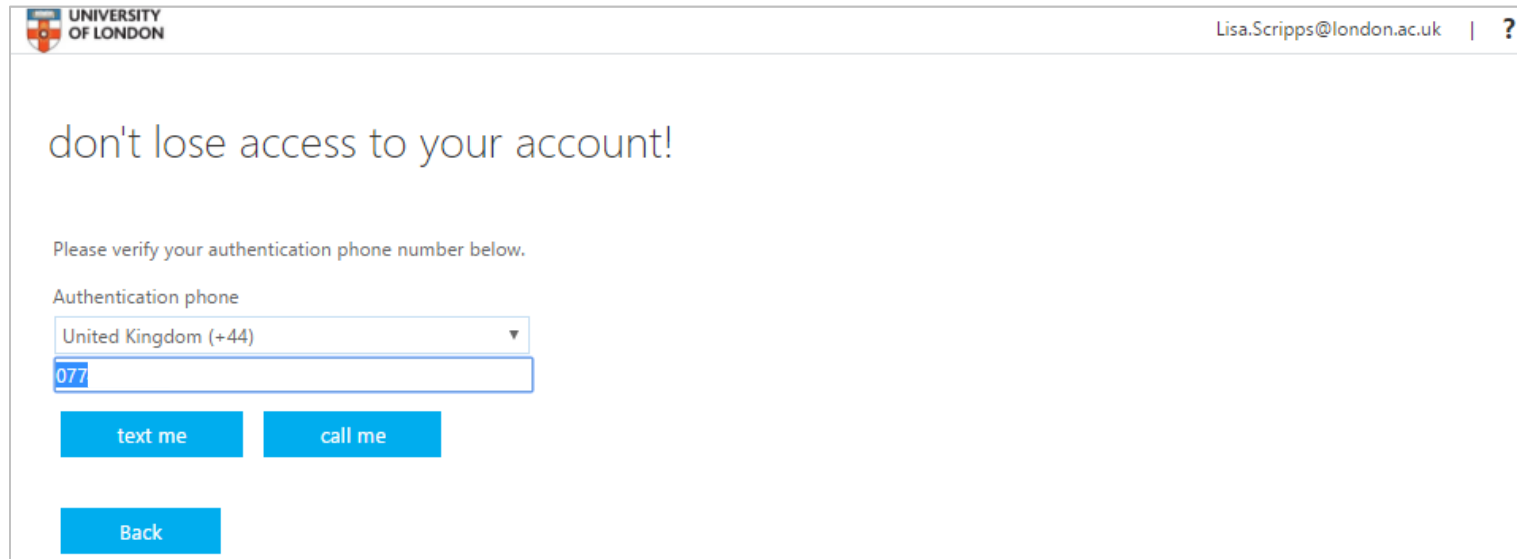
Authentication Email Address

lisa .com

email me

Back

3. If you choose **authentication phone**, a txt can be sent with a verification code or the number can be called asking you to press hash after the message.



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don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United Kingdom (+44)

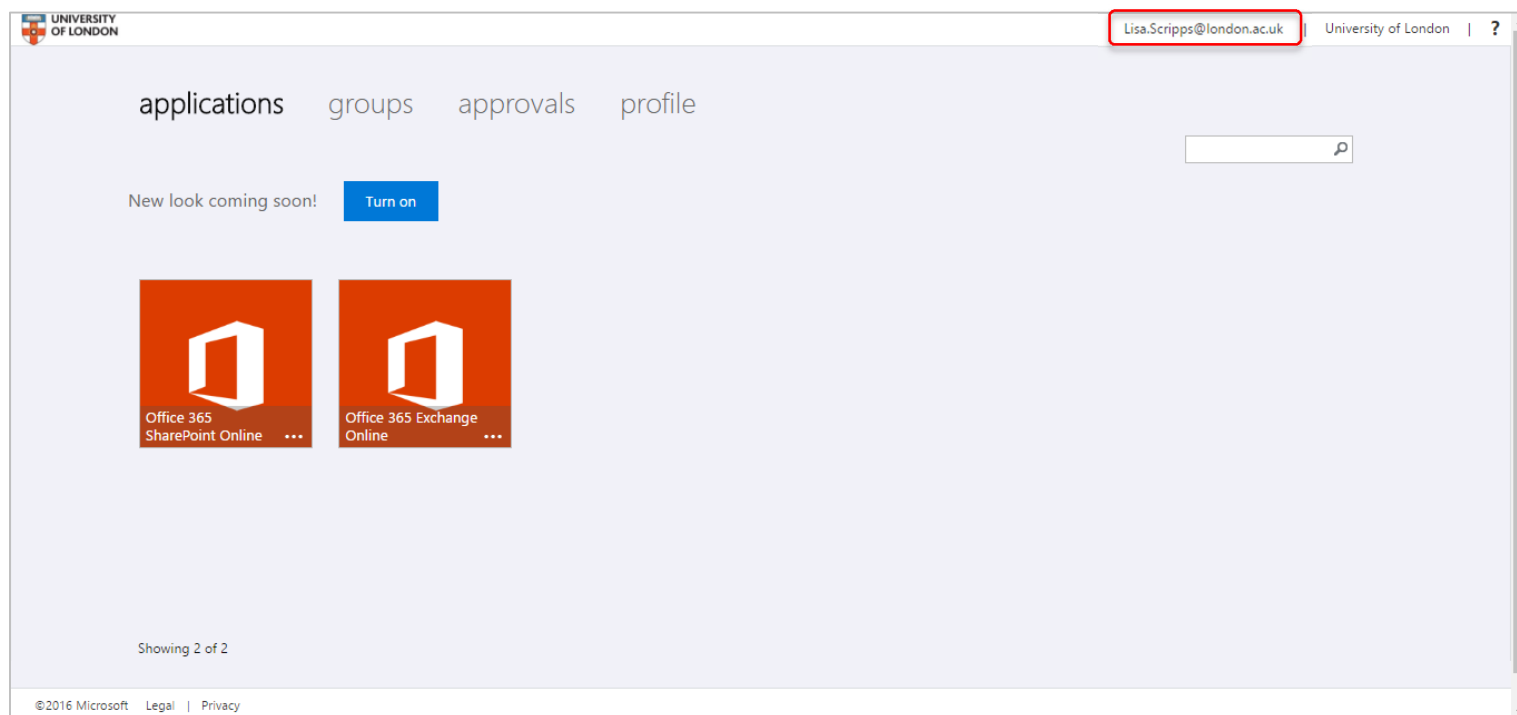
077

text me call me

Back

Please don't delay too long when entering your verification code as it does expire.

4. Selecting **finish** will enable your account for password reset and take you to an area you might not have seen before, the Azure access panel.



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applications groups approvals profile

New look coming soon! Turn on

Office 365 SharePoint Online ...

Office 365 Exchange Online ...

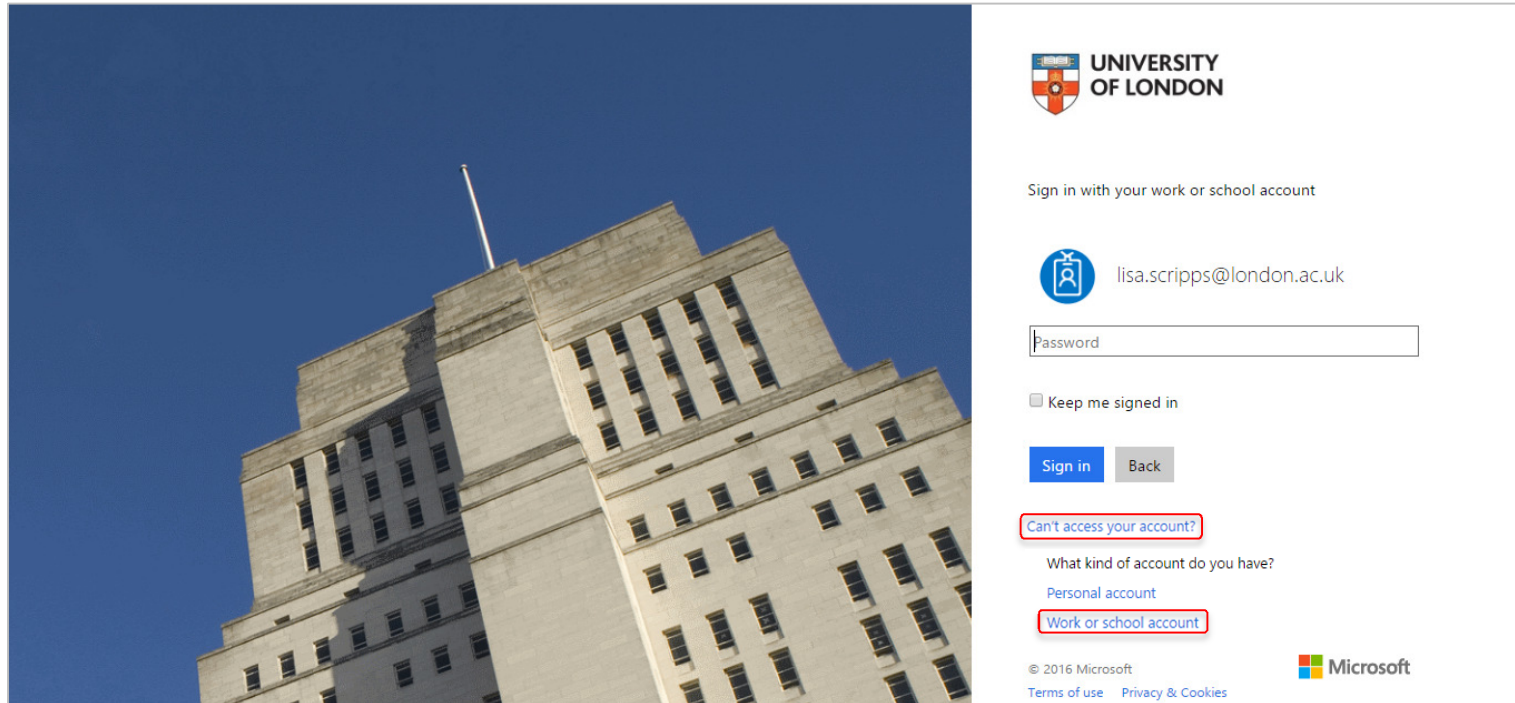
Showing 2 of 2

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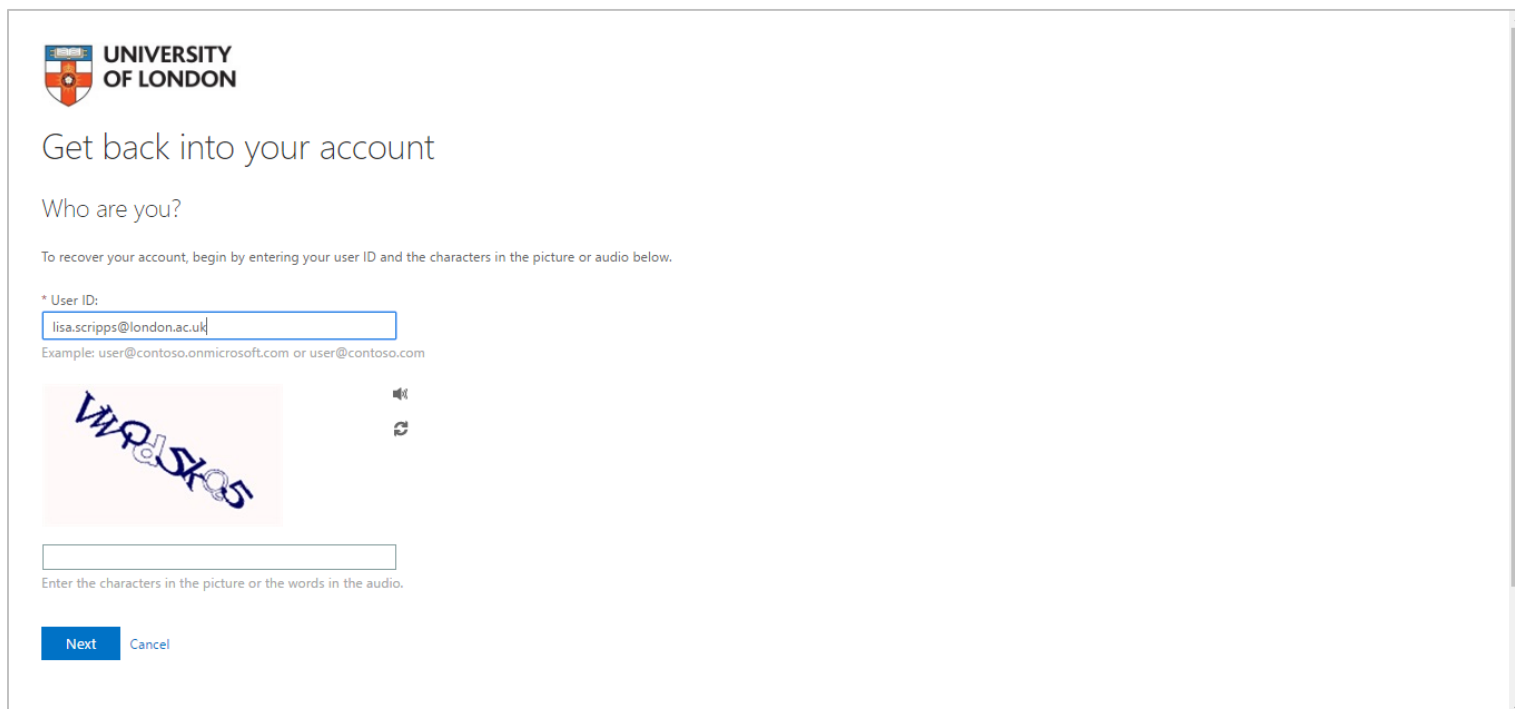
5. This is a slightly different portal to one you are used to. Simply sign out by selecting your username on the top right or select an office365 tile to take you to more familiar territory.

How to reset a forgotten password

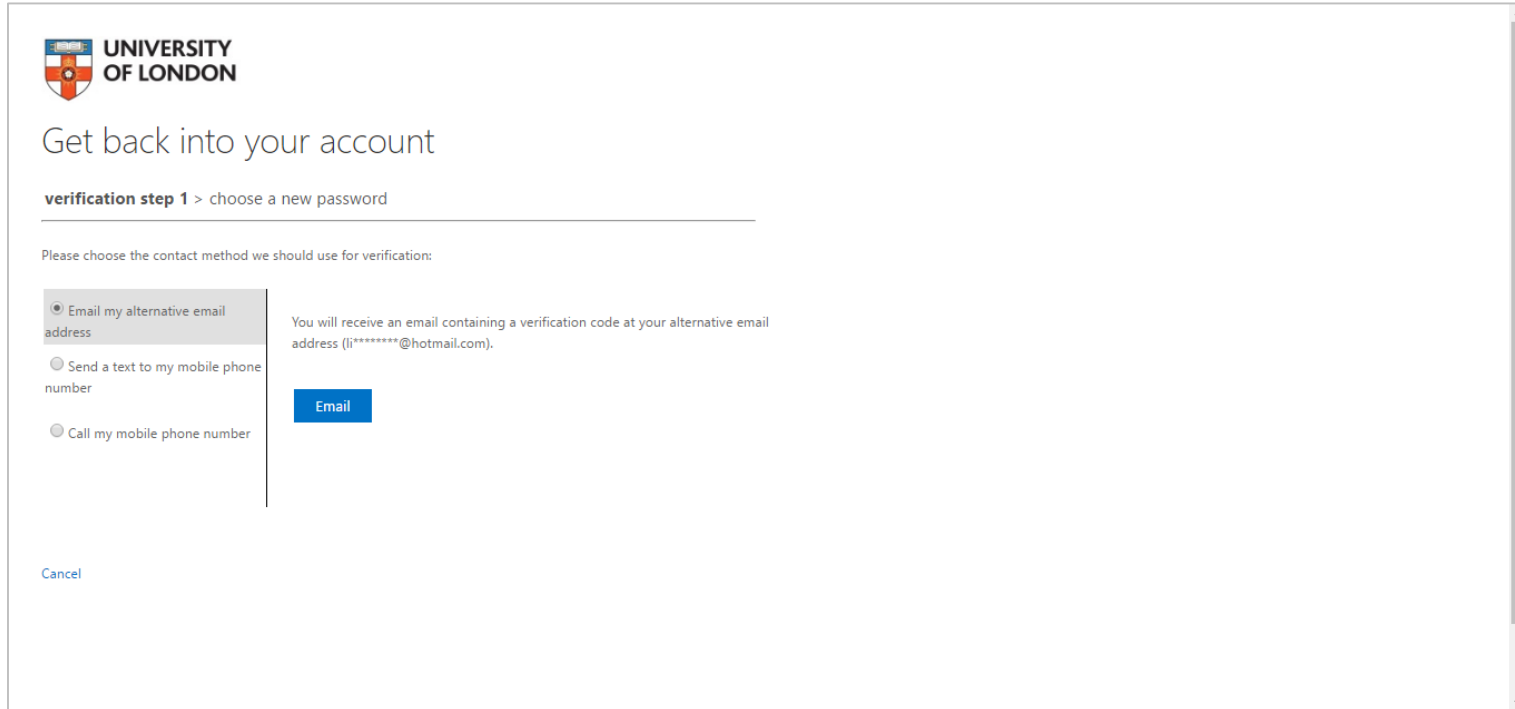
1. For self-service forgotten password reset, got to the login portal as normal <https://login.microsoftonline.com> and select **Can't access your account?** Select the **Work or School account** option.



2. You will then be asked to identify yourself and fill out the **captcha**.



3. After selecting **Next**, you will then be given account verification options. This corresponds to the details given when you first registered. In this case, an **alternative email address** is used. Select **Next**.



**UNIVERSITY
OF LONDON**

Get back into your account

verification step 1 > choose a new password

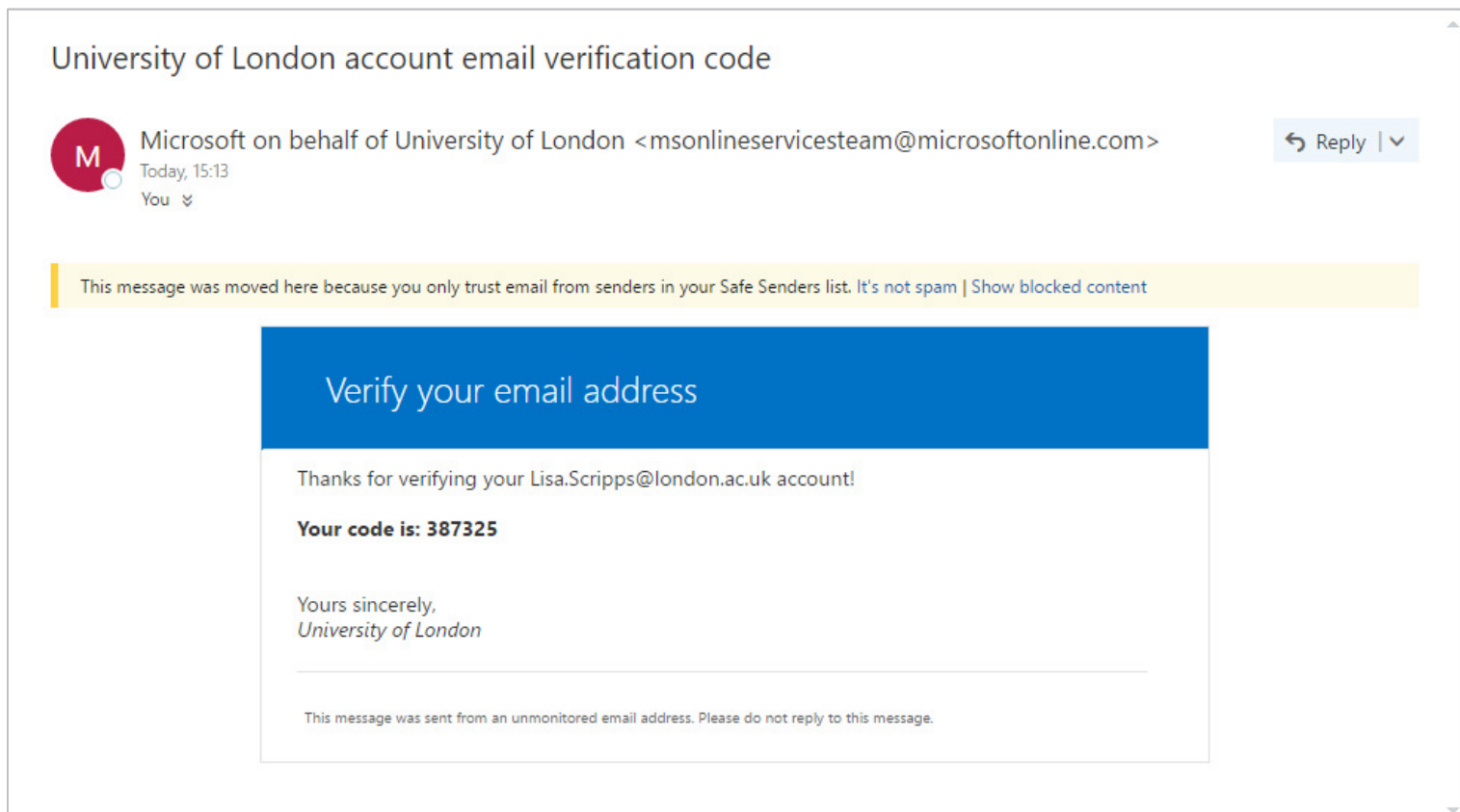
Please choose the contact method we should use for verification:

- Email my alternative email address
You will receive an email containing a verification code at your alternative email address (lj*****@hotmail.com).
- Send a text to my mobile phone number
- Call my mobile phone number


[Email](#)

[Cancel](#)

4. If you choose email or text message a verification code will be sent to your chosen alternative email address. **Please check your Junk email.** The call to phone option will result in an automated call asking you to press hash afterwards.



University of London account email verification code

 Microsoft on behalf of University of London <msonlineservicesteam@microsoftonline.com>
Today, 15:13
You

[Reply](#) | [v](#)

This message was moved here because you only trust email from senders in your Safe Senders list. It's not spam | [Show blocked content](#)

Verify your email address

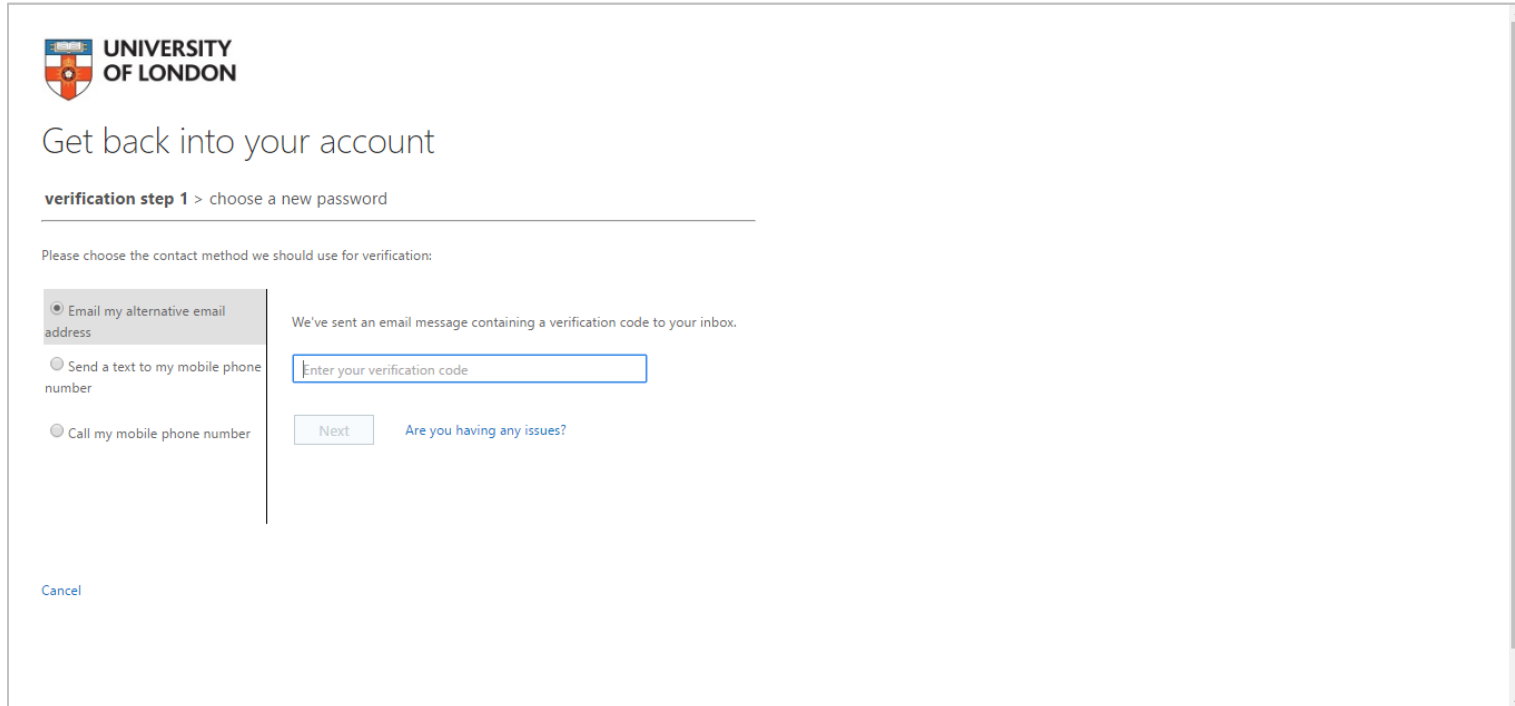
Thanks for verifying your Lisa.Scripps@london.ac.uk account!

Your code is: 387325

Yours sincerely,
University of London

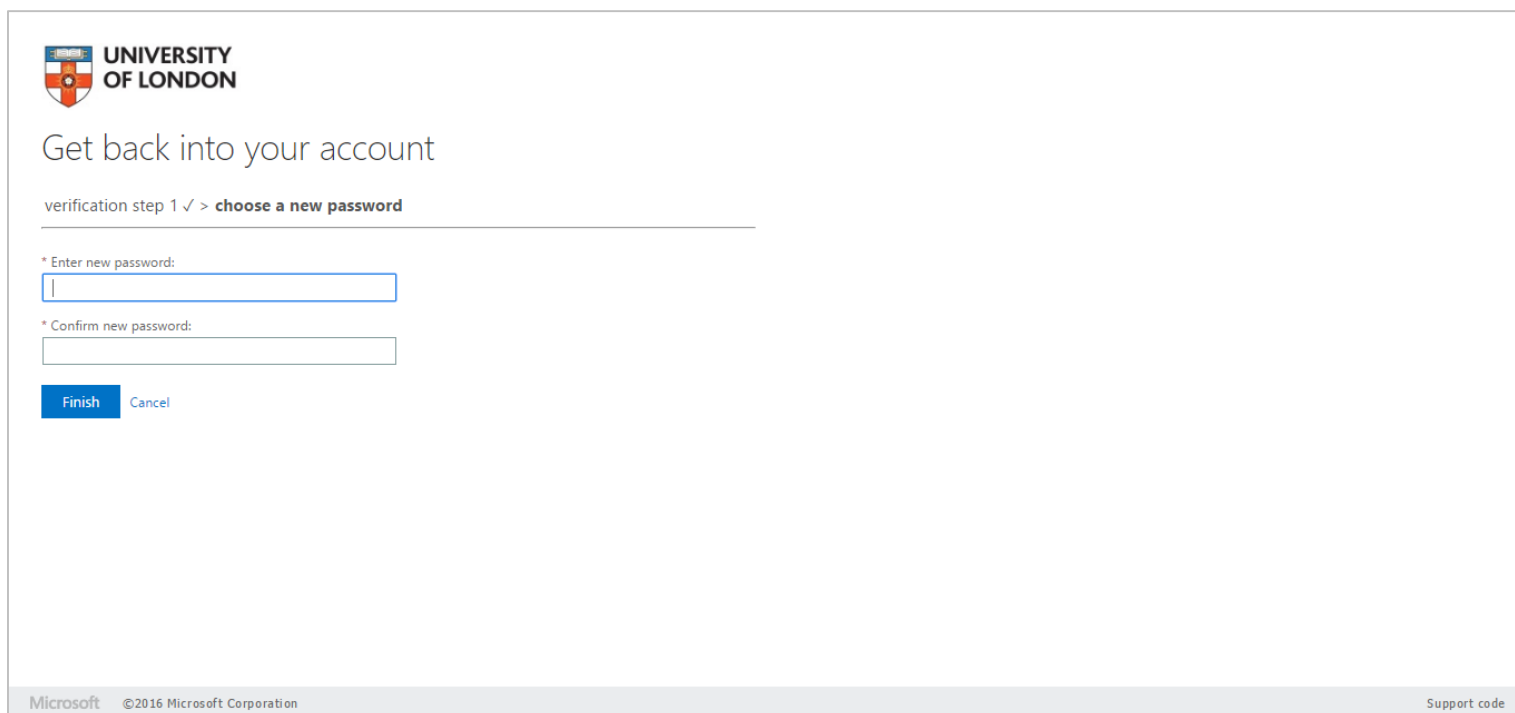
This message was sent from an unmonitored email address. Please do not reply to this message.

5. If you selected email or text options, then you will be required to enter the code and then verify. **Please don't delay too long as the code will expire.** After verification you will be allowed to reset your password



The screenshot shows the 'Get back into your account' page for the University of London. It is at 'verification step 1 > choose a new password'. The user is prompted to choose a contact method for verification. Three options are listed: 'Email my alternative email address' (selected), 'Send a text to my mobile phone number', and 'Call my mobile phone number'. A message states 'We've sent an email message containing a verification code to your inbox.' Below this is a text input field labeled 'Enter your verification code'. There are 'Next' and 'Are you having any issues?' buttons. A 'Cancel' link is at the bottom left.

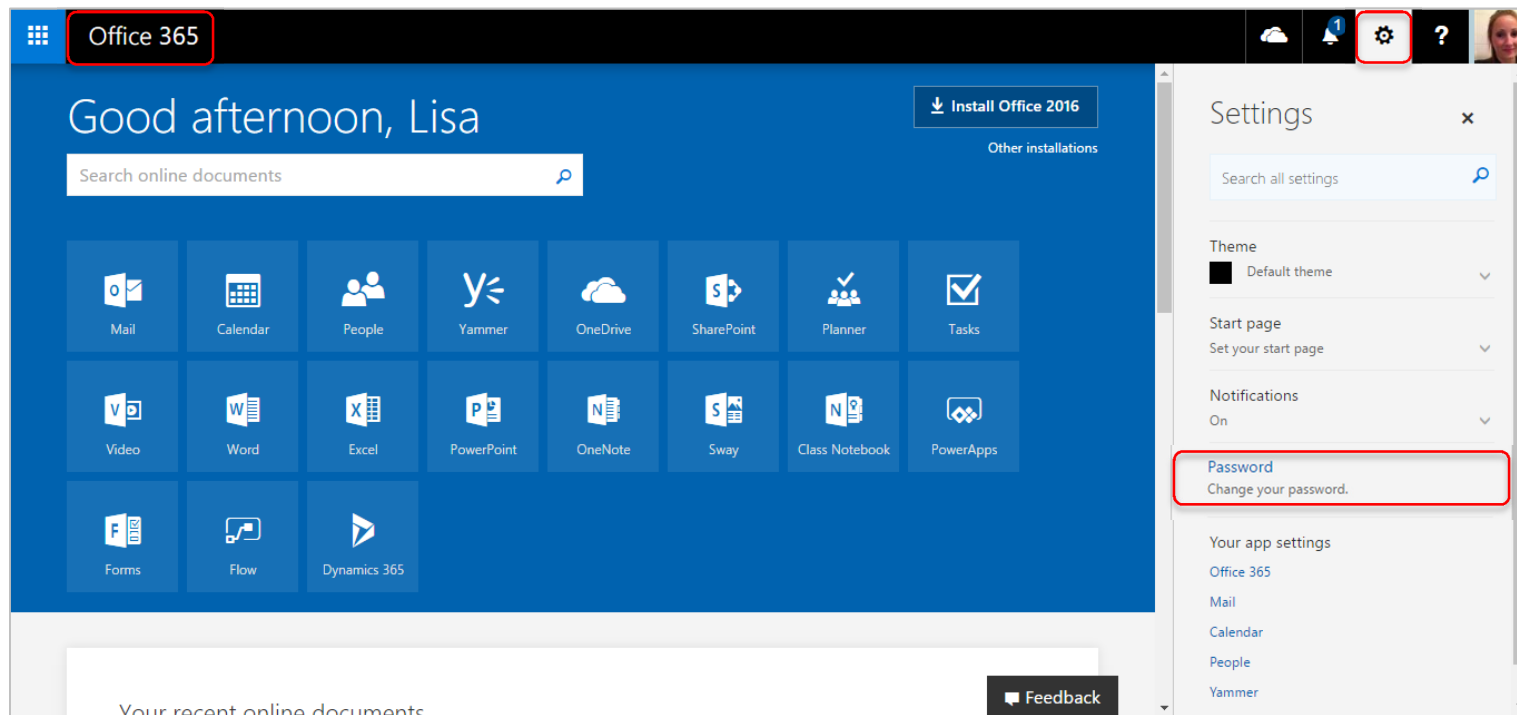
6. It may take up to one minute for the password change to take effect across all services.



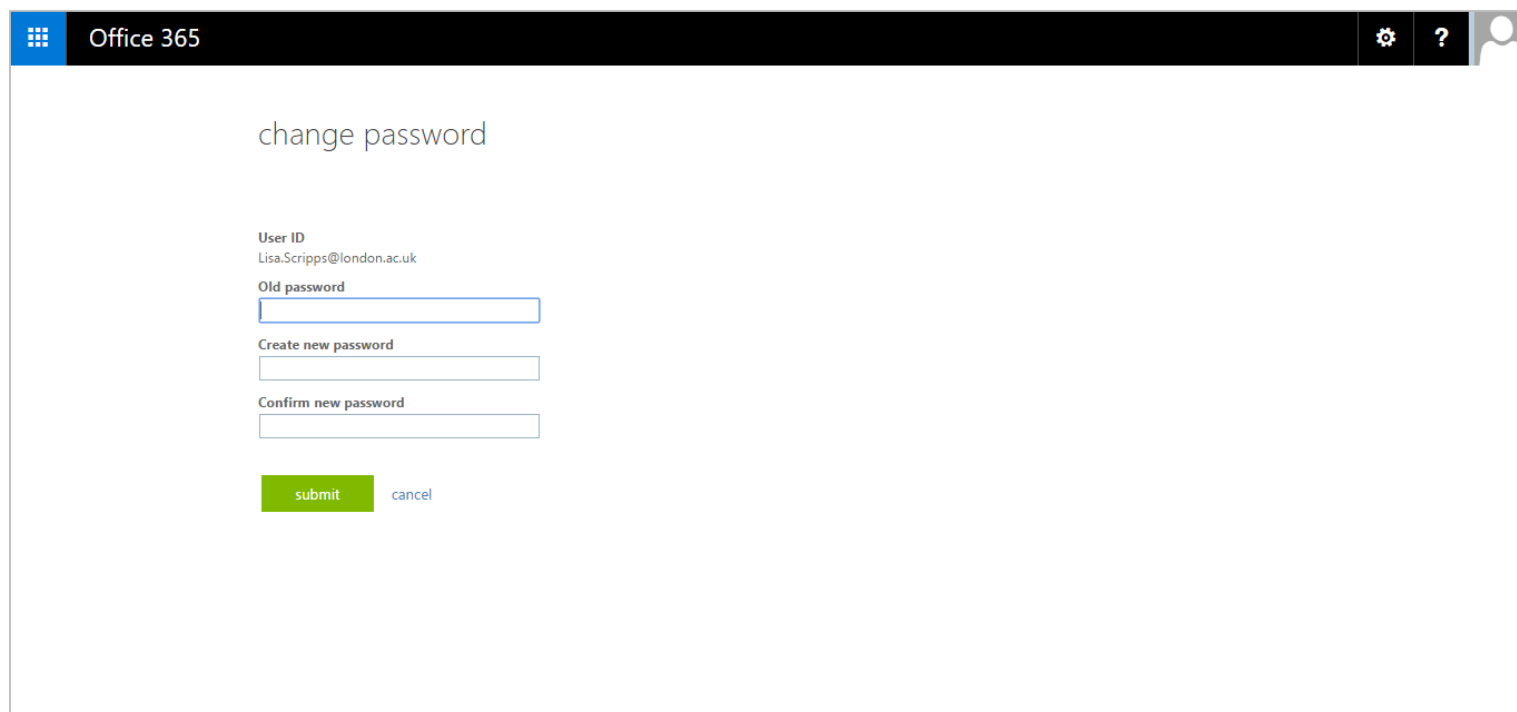
The screenshot shows the 'Get back into your account' page for the University of London. It is at 'verification step 1 ✓ > choose a new password'. There are two password input fields: '* Enter new password:' and '* Confirm new password:'. Below the fields are 'Finish' and 'Cancel' buttons. At the bottom, there is a footer with 'Microsoft ©2016 Microsoft Corporation' on the left and 'Support code' on the right.

Password Change

1. The changes made behind the scenes to support password reset, also enables the ability to just change your password in O365 (no registration is required for this to work). From the **Office 365** porta, select the **Settings** button in the top right, and then select **Password**.



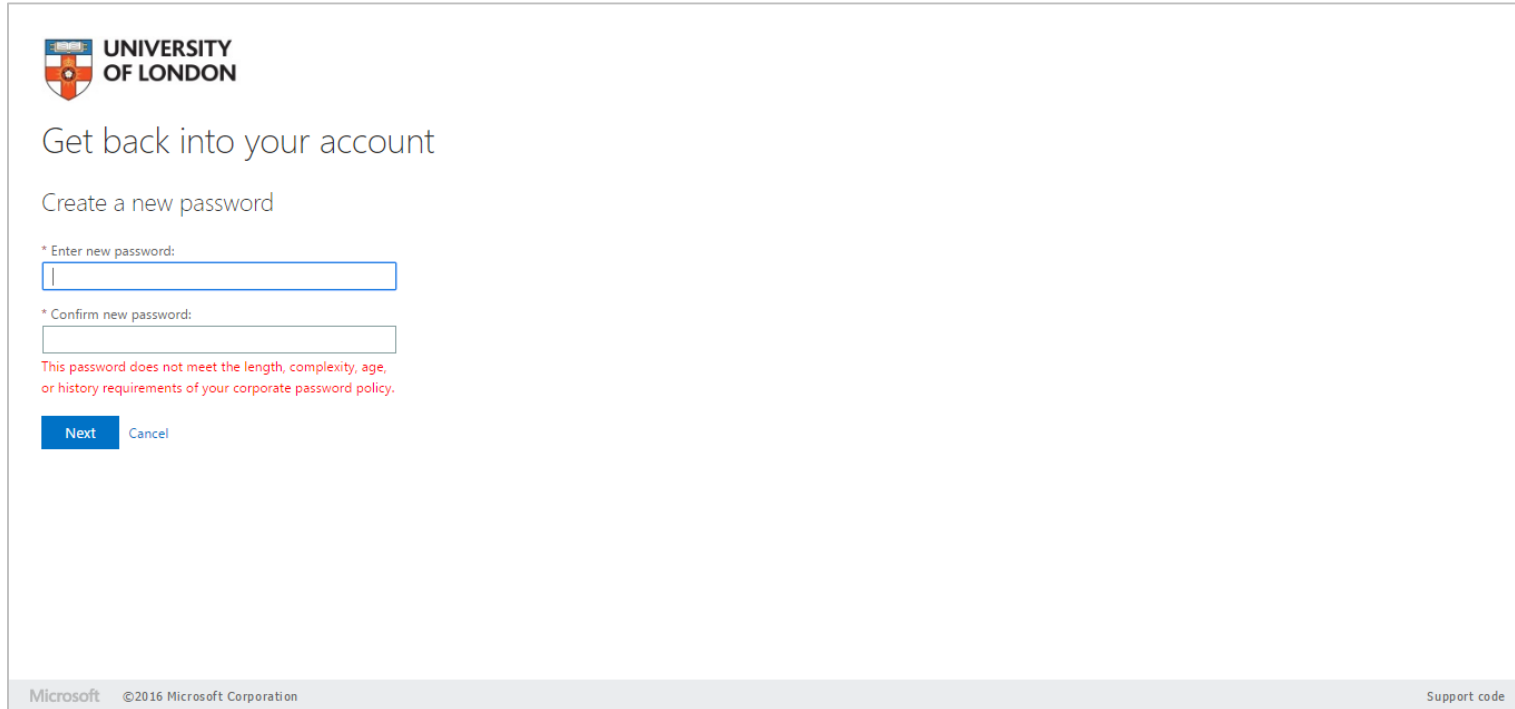
2. The change password screen appears. Enter your old and new password (confirming your new password), then select **Submit**.



The screenshot shows the 'change password' screen. At the top, the text 'change password' is displayed. Below this, the 'User ID' is listed as 'Lisa.Scripps@london.ac.uk'. There are three input fields: 'Old password', 'Create new password', and 'Confirm new password'. At the bottom of the form, there are two buttons: a green 'submit' button and a 'cancel' button.

Password Change reset issues

You may, after trying to reset or change your password encounter the error, "**The password does not meet the length, complexity, age or history requirements of your corporate password policy**".



The screenshot shows the University of London password reset interface. At the top left is the University of London logo. Below it, the text reads "Get back into your account" and "Create a new password". There are two input fields: "Enter new password:" and "Confirm new password:". Below the "Enter new password:" field, a red error message states: "This password does not meet the length, complexity, age, or history requirements of your corporate password policy." At the bottom of the form are "Next" and "Cancel" buttons. The footer of the page includes "Microsoft ©2016 Microsoft Corporation" on the left and "Support code" on the right.

Unfortunately, it does not specify which requirement has not been met. To be successful, the password must conform to the following requirements:

- Minimum of eight characters
- Include at least three character categories from the following:
 - A digit (0-9)
 - An uppercase character
 - A lower case character
 - A non-alphanumeric character (!&% etc.)
- Must not contain a significant portion of your username.
- Password history is set to remember ten passwords. This means you cannot use the same password until you have changed it ten times.
- Minimum password age. This is set to 24 hours and compliments password history by stopping you changing your password ten times a day.
- Maximum password age. This is set to 365 days.

If you are confident that you have met all requirements and you still can't change or reset your password then please contact the [service desk](#) on 8111.