

How to reset your Office 365 Password

If you are locked out of your College account you can reset your password at any time using the following procedure. This procedure will require you to access the email address or mobile phone set as the "recovery" address/phone when you used the Office 365 portal for the first time.

Important notes: READ FIRST

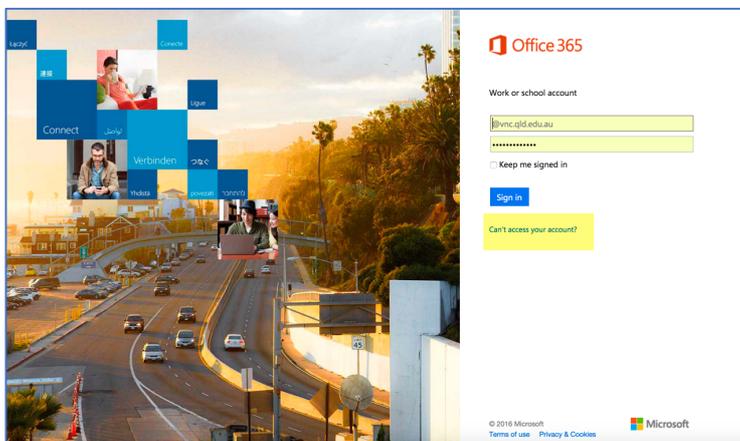
The first time you use Office 365 you will be required to provide a recovery email address (and/or) a recovery mobile phone number. Please enter **parent contact details** for students in the Junior/Middle School, and **student contact details** for students in the Senior School. Recovery contacts are used if you are locked out of your account (e.g. forgot password).

Changing/resetting your network password means you will need to update your password for the following services and systems:

- BYOD wi-fi;
- Outlook/email programs;
- Log in passwords for Moodle, Google Drive, Student Café and Papercut.

Instructions to Reset Password

Visit the Office 365 portal (<https://portal.office.com>) and click the **Can't access your account?** link (highlighted below, which appears under the Sign in button).



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Enter the **email address** and **type the characters** you can see in the graphic. Click **Next**.

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

* User ID:
studtest@vnc.qld.edu.au
Example: user@contoso.onmicrosoft.com or user@contoso.com

Enter the characters in the picture or the words in the audio.

Next Cancel

You will now have the option to **choose a verification option**. You will be sent a code to the recovery device of your choice. **Follow all prompts** to enter address details and **click the blue button** to receive the verification code.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

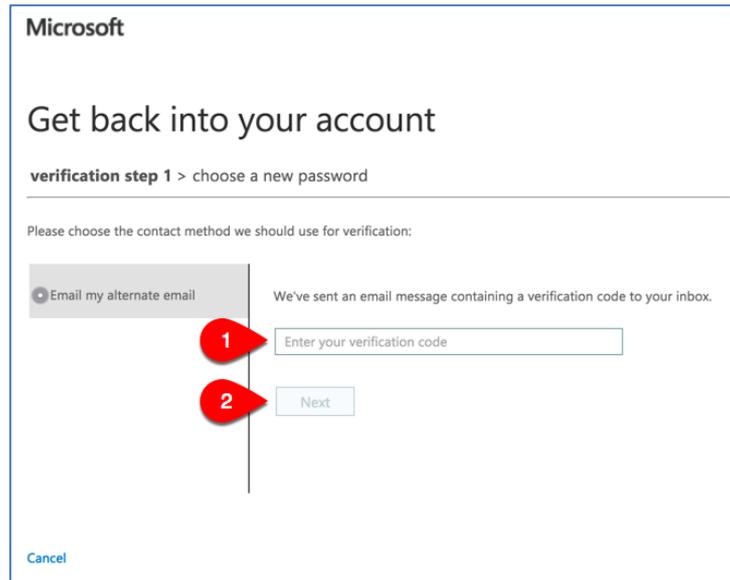
You will receive an email containing a verification code at your alternate email address (t*****@villanova.qld.edu.au).

Email

Cancel

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Check your recovery device for the verification code. **Enter this verification code** into the required space, then click **Next**.



The screenshot shows the Microsoft account recovery interface. At the top, it says "Microsoft" and "Get back into your account". Below that, it indicates "verification step 1 > choose a new password". The main instruction is "Please choose the contact method we should use for verification:". There are two radio button options: "Email my alternate email" (which is selected) and "Text me a verification code". To the right of the selected option, it says "We've sent an email message containing a verification code to your inbox." Below this, there is a text input field labeled "Enter your verification code" and a "Next" button. Two red callout boxes with numbers "1" and "2" point to the input field and the "Next" button respectively. A "Cancel" link is visible at the bottom left.

This will take you to a screen to set a new password for your Office 365 account.

New password recommendations:

Choose 2 words and 2-4 numbers, e.g.

- Dog10House
- SummerSurf17
- 2015CricketRugby

Avoid these common password pitfalls:

- Password
- abc123
- qwertyuiop (and other keypress patterns)

Please allow up to 30 minutes for this new password to update all your services.