Self Service Password Reset for Office 365

Step One: Establish Two-Factor Authentication

1. Open a browser window and go to www.office.com. Click Sign in.

   ![Microsoft Office login screen](image1.png)

2. Enter your Olathe Public Schools email address, then click Next. See examples below:
   a. **Staff:** jadoe@olaheschools.org
   b. **Student:** 123abc45@stu.olatheschools.org

3. Enter your network password, click Sign in.

   ![Microsoft Office sign-in screen](image2.png)
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4. A dialog box will appear, requesting more information. Click **Next**.

5. Enter your personal phone number *OR* select **I want to set up a different method**. From here, you may choose to enter an email address or security questions to authenticate.

**NOTE:** If you have selected email, you will need to provide a personal email address *not* associated with Olathe Public Schools.
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If you do not see **I want to set up a different method** in the lower left-hand corner, and would prefer to authenticate using your email address or security questions, select **Skip Setup** or visit: [https://aka.ms/ssprsetup](https://aka.ms/ssprsetup). You will be redirected to choose another method.
6. Enter your authentication method (phone, email, or security questions) and provide that information. Click **Next**.

![Keep your account secure](image)

7. If you selected phone or email, enter the authentication code you received. Click **Next**.

![Keep your account secure](image)

8. Your authentication method will be verified. Click **Next**, then **Done**.

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We encourage users to create a complex password meeting the new password requirements. Continue to the next page if you would like to change your password at this time. These changes will sync across all connected accounts (Google, Synergy, etc.)
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Step Two: Reset your password using Office 365

1. Return to www.office.com to sign in, then select Forgot my password.

2. Confirm your email address and enter the characters displayed.

   **NOTE:** The characters displayed will be unique to your email address, not the characters pictured in this resource.
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3. Enter and confirm your phone number, email address, or answer the security questions. You will only be prompted to do this when you initiate a password reset or change.

4. If you selected phone or email, enter the verification code you received.

5. Create and confirm your new password.

Your password must meet the following requirements:

- At least eight characters in length
- At least one Uppercase letter
- At least one lowercase letter
- At least one number
- At least one special character (!, $, #, %, etc.)

A few examples of complex passwords:

- 5%Increase
- $20Puppies
- 1#Chicken

6. Click Finish. Your password reset is complete.