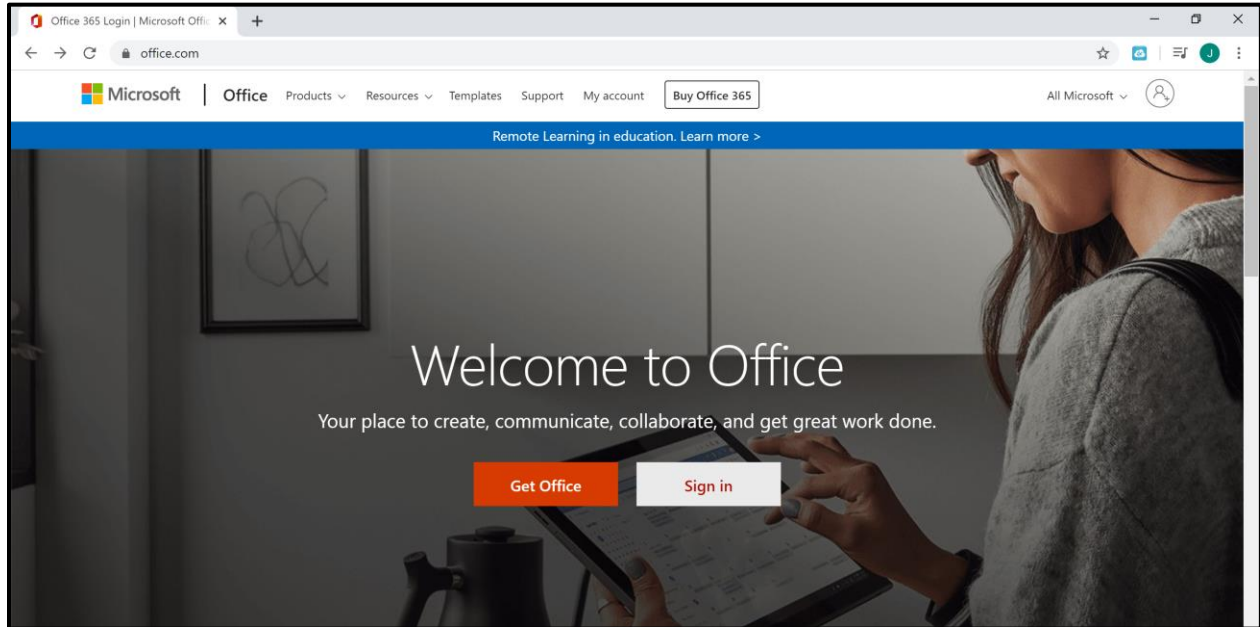


# Self Service Password Reset for Office 365

## Step One: Establish Two-Factor Authentication

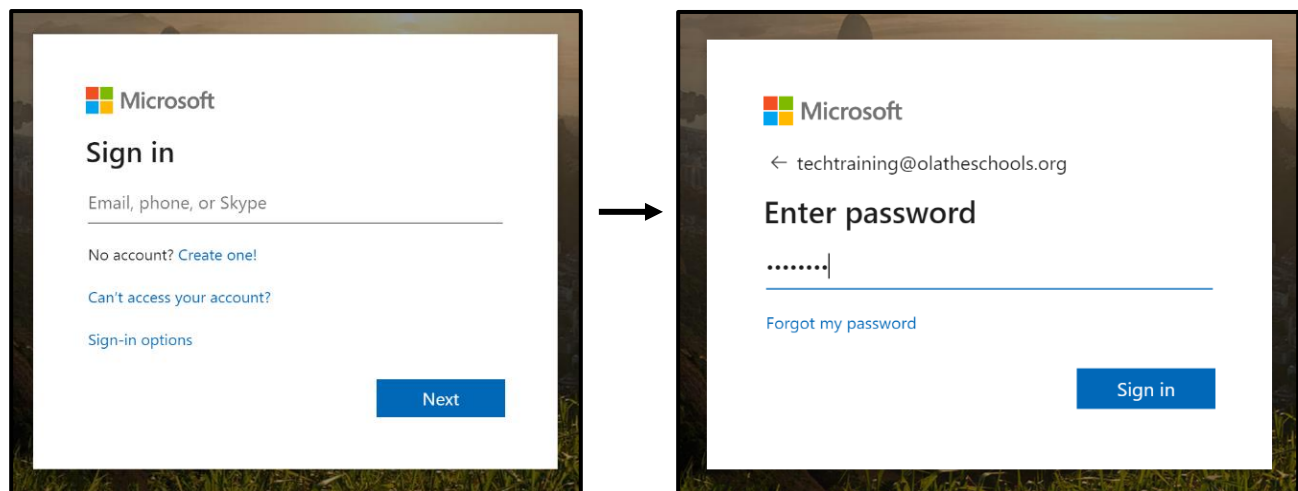
1. Open a browser window and go to [www.office.com](http://www.office.com). Click **Sign in**.



2. Enter your Olathe Public Schools email address, then click **Next**. See examples below:

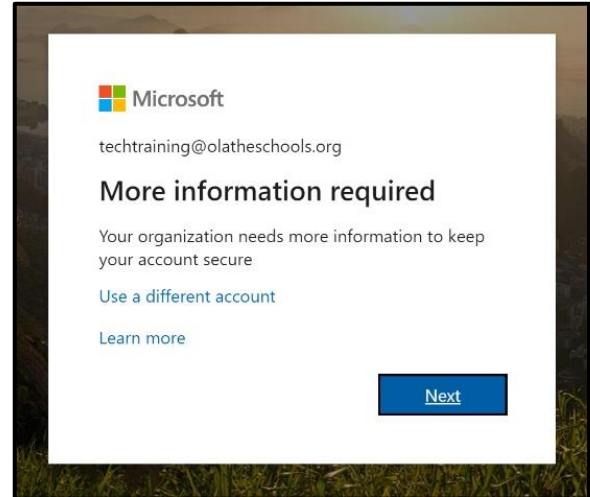
- a. **Staff:** [jadoc@olatheschools.org](mailto:jadoc@olatheschools.org)
- b. **Student:** [123abc45@stu.olatheschools.org](mailto:123abc45@stu.olatheschools.org)

3. Enter your network password, click **Sign in**.



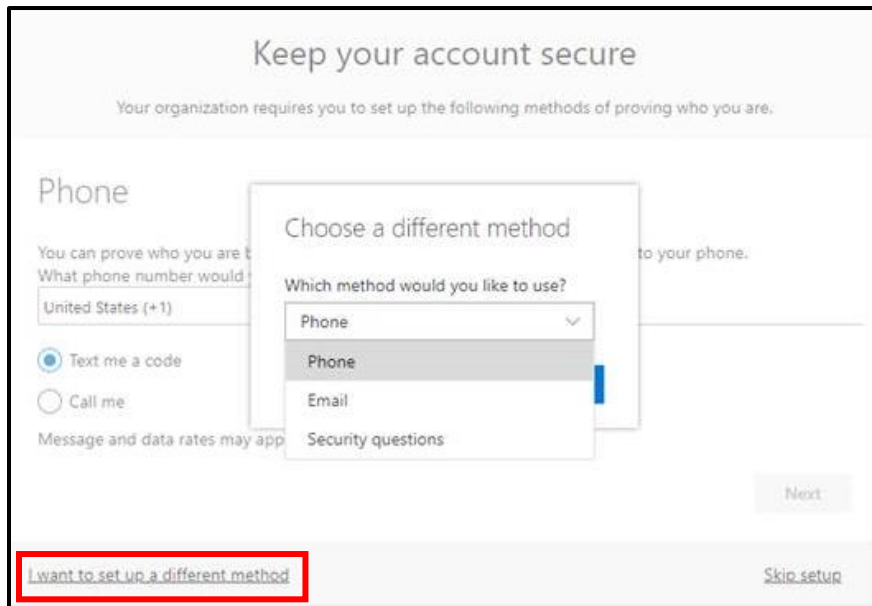
# Self Service Password Reset for Office 365

4. A dialog box will appear, requesting more information. Click **Next**.



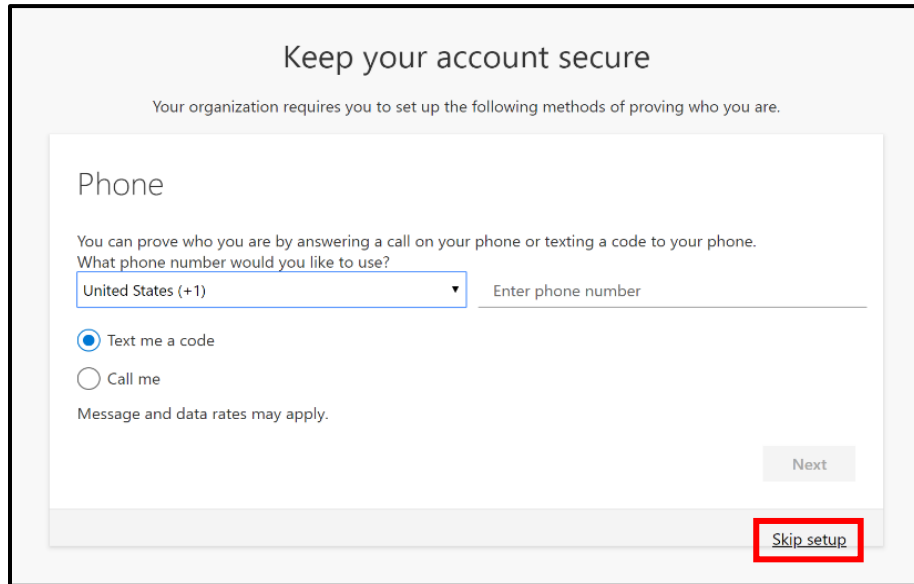
5. Enter your personal phone number *OR* select **I want to set up a different method**. From here, you may choose to enter an email address or security questions to authenticate.

**NOTE:** If you have selected email, you will need to provide a personal email address not associated with Olathe Public Schools.

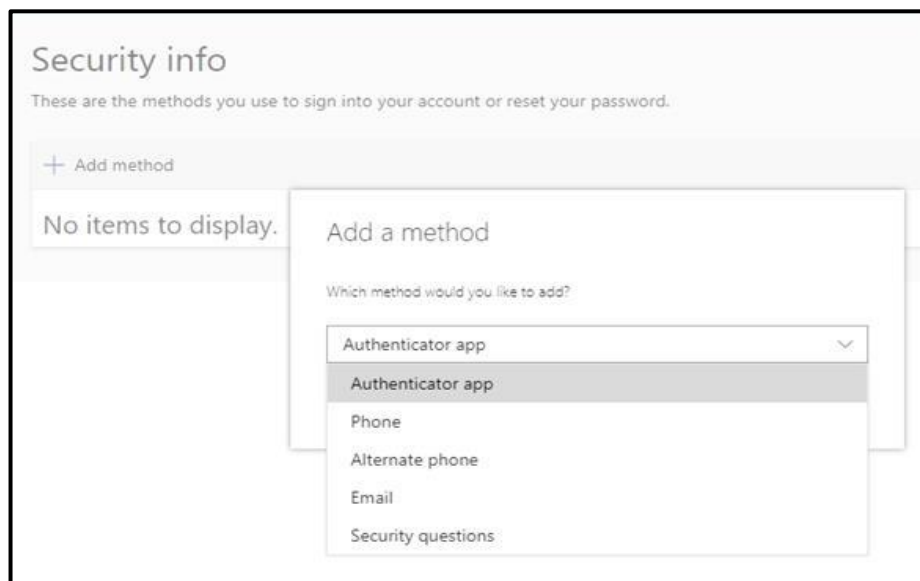


# Self Service Password Reset for Office 365

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>. You will be redirected to choose another method.



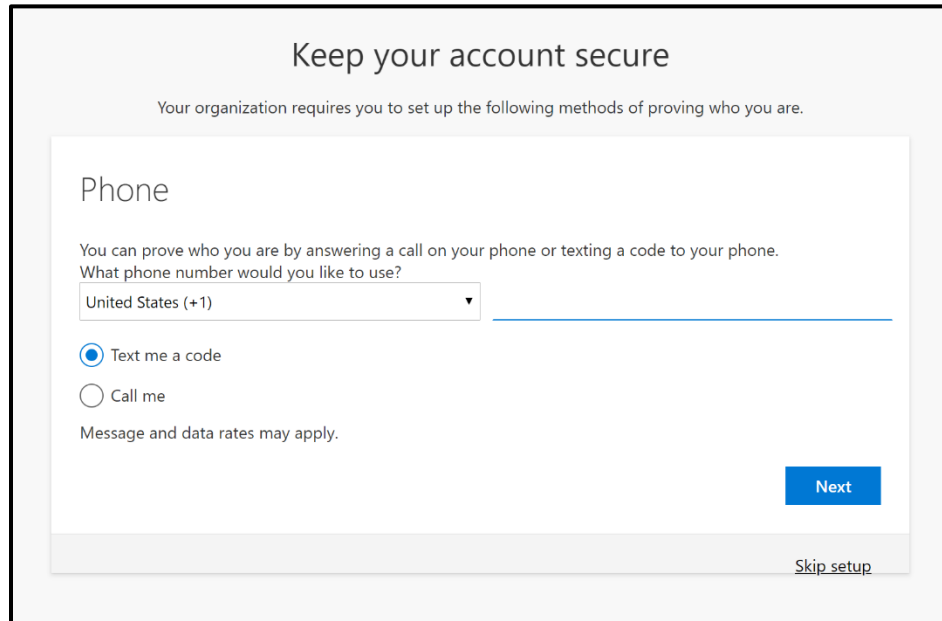
The screenshot shows a web page titled "Keep your account secure" with the subtitle "Your organization requires you to set up the following methods of proving who you are." The main heading is "Phone". Below this, it says "You can prove who you are by answering a call on your phone or texting a code to your phone. What phone number would you like to use?". There is a dropdown menu for "United States (+1)" and a text input field for "Enter phone number". Below the input field are two radio buttons: "Text me a code" (which is selected) and "Call me". A note says "Message and data rates may apply." At the bottom right, there is a "Next" button and a "Skip setup" button, which is highlighted with a red rectangle.



The screenshot shows a web page titled "Security info" with the subtitle "These are the methods you use to sign into your account or reset your password." There is a "+ Add method" button. Below it, it says "No items to display." A dialog box titled "Add a method" is open, asking "Which method would you like to add?". The dialog has a dropdown menu with "Authenticator app" selected, and a list of options: "Authenticator app", "Phone", "Alternate phone", "Email", and "Security questions".

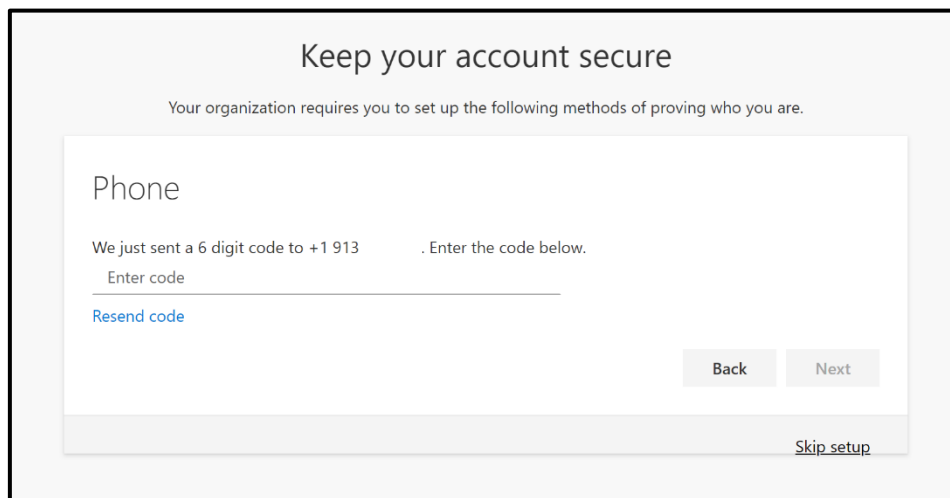
# Self Service Password Reset for Office 365

6. Enter your authentication method (phone, email, or security questions) and provide that information. Click **Next**.



The screenshot shows a web interface titled "Keep your account secure" with the subtitle "Your organization requires you to set up the following methods of proving who you are." The main heading is "Phone". Below this, it says "You can prove who you are by answering a call on your phone or texting a code to your phone. What phone number would you like to use?". There is a dropdown menu showing "United States (+1)" and a text input field. Below the input field are two radio buttons: "Text me a code" (which is selected) and "Call me". A note says "Message and data rates may apply." At the bottom right is a blue "Next" button. At the bottom center is a link for "Skip setup".

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



The screenshot shows the same "Keep your account secure" web interface. The main heading is "Phone". Below this, it says "We just sent a 6 digit code to +1 913 . Enter the code below." There is a text input field with the placeholder "Enter code" and a link for "Resend code". At the bottom right are two buttons: "Back" and "Next". At the bottom center is a link for "Skip setup".

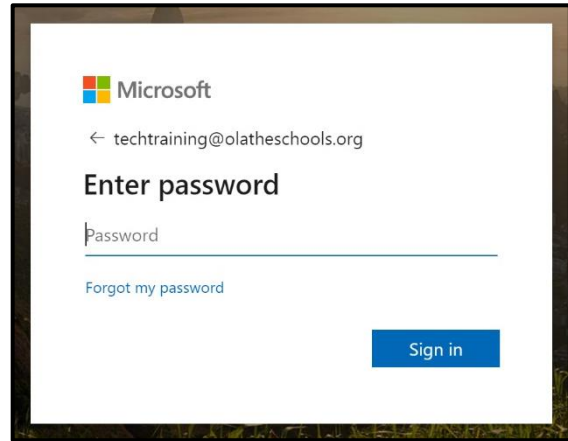
8. Your authentication method will be verified. Click **Next**, then **Done**.

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.)

# Self Service Password Reset for Office 365

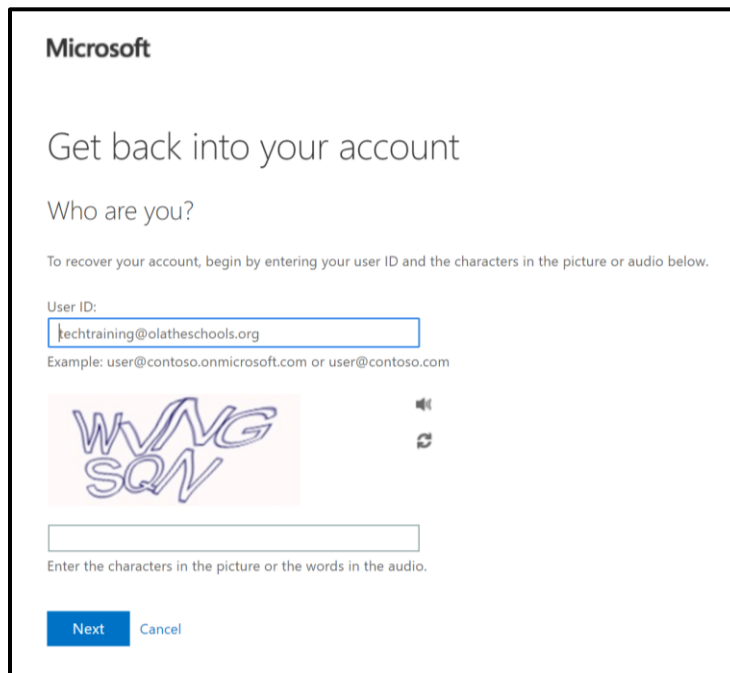
## Step Two: Reset your password using Office 365

1. Return to [www.office.com](http://www.office.com) to sign in, then select **Forgot my password**.



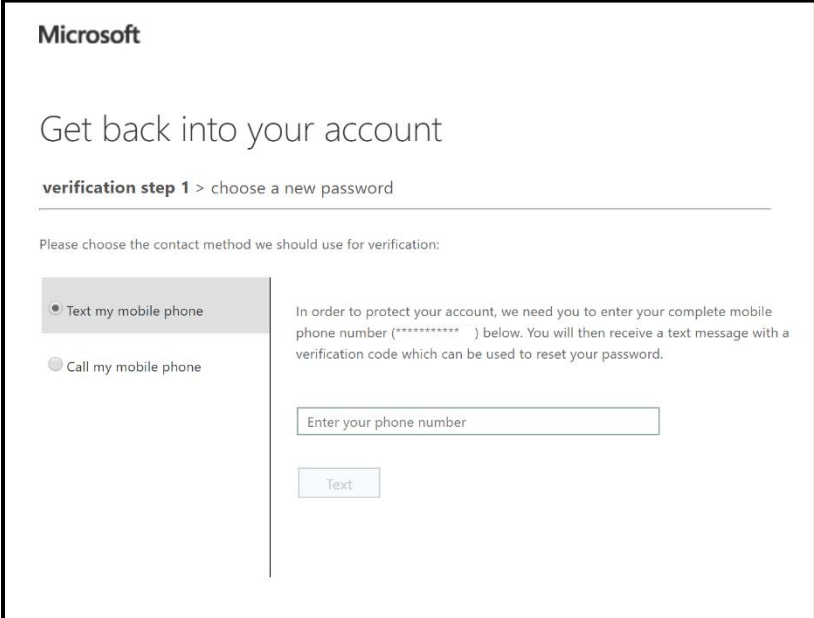
2. Confirm your email address and enter the characters displayed.

**NOTE:** The characters displayed will be unique to *your* email address, not the characters pictured in this resource.



# Self Service Password Reset for Office 365

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.



The screenshot shows the Microsoft account verification 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: "Text my mobile phone" (which is selected) and "Call my mobile phone". To the right of these options, there is explanatory text: "In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\* ) below. You will then receive a text message with a verification code which can be used to reset your password." Below this text is a text input field labeled "Enter your phone number" and a "Text" button.

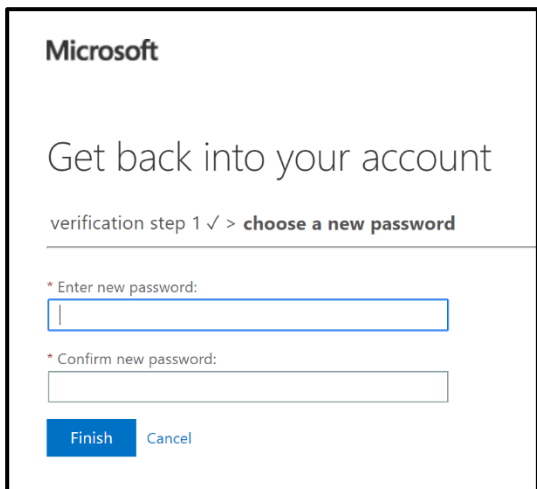
5. Create and confirm your new password.

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



The screenshot shows the Microsoft account password creation 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 "\* Enter new password:" followed by a text input field. Below that is another text input field labeled "\* Confirm new password:". At the bottom, there are two buttons: "Finish" (in blue) and "Cancel".

6. Click **Finish**. Your password reset is complete.