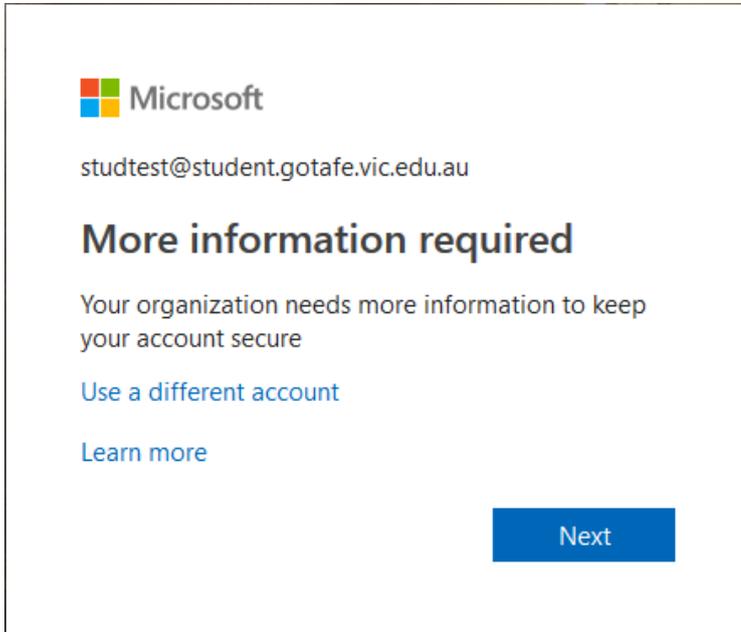


Password Reset Registration

When signing into your Office 365 portal or email account, you will be asked to setup your password reset information. This can either be from a set of security questions, or a secondary email account.

When signing in you should see the below screen:



After clicking 'Next' you will see the following screen with 2 options.

Option 1 – Setup a secondary email account for password recovery

Option 2 – Setup 4 security questions for password recovery

You only need to setup **one** of these choices.



don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we secure. **You'll need to set up at least 1 of the options below.**

! Authentication Email is not configured. [Set it up now](#)

! Security Questions are not configured. [Set them up now](#)

If you choose to setup the 'Security Questions', you will see the following window:

Microsoft studtest@si

don't lose access to your account!

Please select questions to answer below. **Your admin requires you to set up 4 questions, and answers must be at least 3 characters long.**

Security question 1

Security question 2

Security question 3

Security question 4

Below is a window showing the type of questions you can choose from. As required, you need to setup 4 questions and the answers must be at least 3 characters in length. Note: The answers may also be case sensitive.

don't lose access to your account!

Please select questions to answer below. **Your admin requires you to set up 4 questions, and answers must be at least 3 characters long.**

Security question 1

- In what city did your parents meet?
- In what city does your nearest sibling live?
- In what city was your father born?
- In what city was your first job?
- In what city was your mother born?
- What city were you in on New Year's 2000?
- What is your father's middle name?
- What is your favorite food?
- What is your oldest sibling's middle name?
- What is your youngest sibling's middle name?
- What school did you attend for sixth grade?
- What was the make and model of your first car or motorcycle?
- What was the name of the street of your first childhood home?
- What was the name of your first pet?
- What was your first job?
- Who is the most famous person you have ever met?
- Who is your favourite AFL team?
- How many letters are in your siblings middle name?
- What is the first name of the boy or girl that you first kissed?

Once all security questions have been entered successfully, you will see the **GREEN** tick to show you are successfully finished. Click the 'Finish' button and login.

If you wish to setup the 'Authentication Email' you can click 'Setup it up now' and go through those steps.

Remember, you only need to setup **one** of these options only.

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.

 Authentication Email is not configured. [Set it up now](#)

 4 Security Questions are configured. [Change](#)

finish

cancel

After choosing to setup the authentication email, the following screen will ask you to input another email account which you have access to. It will send you a verification code.

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

email me

back

Login to this secondary email account to retrieve the verification code. **The below image is a sample.**

Verify your email address

Thanks for verifying your studtest@student.gotafe.vic.edu.au account!

Your code is: 707472

Sincerely,
The Azure Active Directory Team

Microsoft Corporation | One Microsoft Way Redmond, WA 98052-6399

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

[Privacy](#) | [Legal](#)

Microsoft

Copy the verification code into the blank box and click 'verify'.

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

We've sent an email message containing a verification code to your inbox.

[try again](#)

Bingo. Your authentication email is now setup for password recovery.

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.

✓ Authentication Email is set to ██████████@gmail.com. [Change](#)

✓ 4 Security Questions are configured. [Change](#)

[cancel](#)

If you've forgotten your password, you can go to the following link to do a password reset.

You can only do a password reset after you've either setup a recovery email or security questions.

<https://passwordreset.microsoftonline.com>

The below screen is the password reset page. Input your office 365 email address along with the capture characters. Click 'Next' to continue.

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:

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 have an option to choose how you want to reset your password. Either through the alternate email account or the security questions, depending on which one you've setup.

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

Answer my security questions

You will receive an email containing a verification code at your alternate email address (br*****@gmail.com).

Email

If you chose the security questions option. Input the correct answers and click next.

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

Answer my security questions

Who is your favourite AFL team?

In what city was your first job?

What is your oldest sibling's middle name?

Next

If you answered all the security questions correctly, you will then get the prompt to set a new password. The password must be at least 8 characters in length and have a capital and number/special character in it.

Eg. Chocolateisnice69&

Microsoft

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel

Congratulations, your password has been reset and you should now be able to login again.

Microsoft

Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).



If you chose to reset your password using the alternate email address, select that option and click the blue 'Email' button.

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 (br*****@gmail.com).

Answer my security questions

Email

You will receive a verification code in your alternate email account. Retrieve the code and input it in the below screen.

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

We've sent an email message containing a verification code to your inbox.

Answer my security questions

Enter your verification code

Next

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

We've sent an email message containing a verification code to your inbox.

Answer my security questions

754814

Next

[Are you having a problem?](#)

If you input the verification code correctly, you will then get the prompt to set a new password. The password must be at least 8 characters in length and have a capital and number/special character in it.

Eg. Chocolateisnice69&

Microsoft

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel

Congratulations, your password has been reset and you should now be able to login.

Microsoft

Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

