

Office 365 Self-Service Password Reset Guide

The aim of Office 365 password self-service is to allow all parents, pupils and staff to reset their own password, following required security checks.

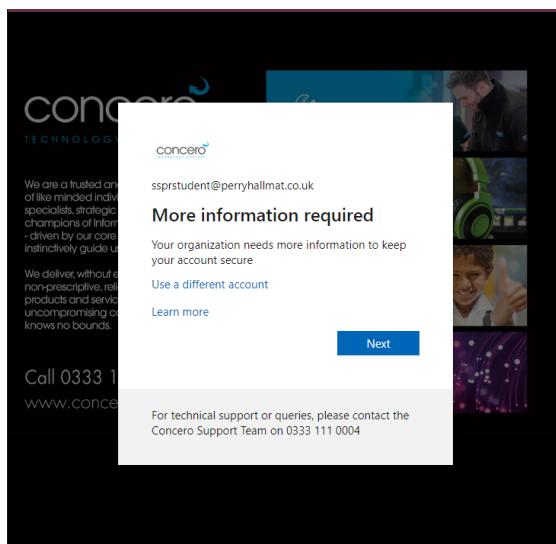
By enabling this feature, users will benefit from a safe and faster resolution time when experiencing any Office 365 logon queries. This will go live for all Perry Hall MAT accounts from Monday 22nd February 2021.

INSTRUCTIONS

Setting up extra security information:

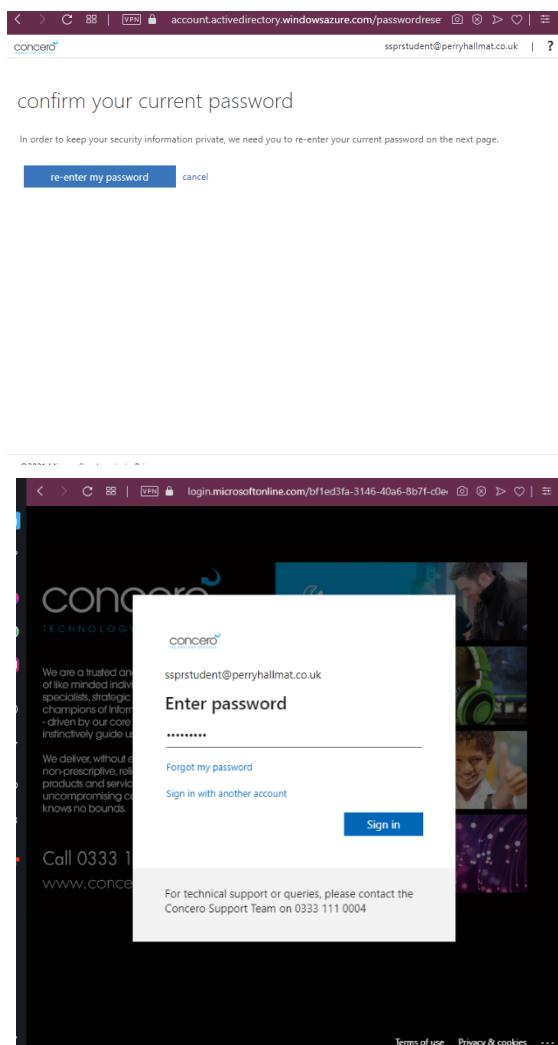
1. Log into your Office 365 account as normal.

It is here where you will now be asked for essential security information to be added >Select “Next”.



2. You will then be presented with a screen which asks you to re-enter your current password.

Press “Re-enter my password” and then input the password as requested.



3. Once you have logged in you will see the below screen where you will be given 3 options to choose from to secure your account:

The screenshot shows a web page with the concero logo at the top left. The URL is ssprstudent@perryhallmat.co.uk. At the top right are links for help and a question mark icon. The main content area has a heading 'don't lose access to your account!'. Below it, a note says: '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.' Three red exclamation mark icons indicate configuration steps: 'Authentication Phone is not configured. Set it up now', 'Authentication Email is not configured. Set it up now', and 'Security Questions are not configured. Set them up now'. At the bottom are 'finish' and 'cancel' buttons, and a footer with copyright information: ©2021 Microsoft Legal | Privacy Your session will expire in 12:05.

4. Once completed, input your security details and you will see a “Finish” box as shown below.

When you are ready, please select this:

The screenshot shows a confirmation message: '3 Security Questions are configured. Change'. Below this are 'finish' and 'cancel' buttons. The 'finish' button is highlighted with a blue background.

Please note: You will be asked to select “At least 1” option to secure your account. We would however strongly encourage you to select and complete at least 2 options to allow for the event of wrong letters or digits being input incorrectly.

Instructions for Resetting your Office 365 password:

1. Please head to the following link:

<https://passwordreset.microsoftonline.com>



Get back into your account

Who are you?

To recover your account, begin by entering your email address or username and the characters in the picture or audio below.

Email or Username:



Example: user@contoso.onmicrosoft.com or user@contoso.com

Please type your email address in the format user@contoso.onmicrosoft.com or user@contoso.com



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

Next

Cancel



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first 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 (ch*****@hotmail.co.uk).

Send a text to my mobile phone number

(This option is not available)

Call my mobile phone number

(This option is not available)

Approve a notification on my authenticator app

(This option is not available)

Enter a code from my authenticator app

(This option is not available)

Email

Cancel

2. Select which option you would like the security code sent to.

Once you type in your email address it will ask you to choose an option to send the code to. If you have both an email and a telephone number set up, you can select which one you would like the code sent to. This

will send a security code to your mobile or secondary email address which you set up previously.

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Email my alternative email address
 Send a text to my mobile phone number
 Call my mobile phone number
 Approve a notification on my authenticator app
 Enter a code from my authenticator app

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

Enter your verification code

Next

[Cancel](#)

3. ***Enter the code you have been sent.***

You can then create and confirm your new password as below:

concero[®]

ssprstudent@perryhallmat.co.uk | ?

change password

Strong password required. Enter 8-256 characters. Do not include common words or names. Combine uppercase letters, lowercase letters, numbers, and symbols.

User ID
ssprstudent@perryhallmat.co.uk

Old password

Create new password

Password strength

Confirm new password

submit cancel

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