
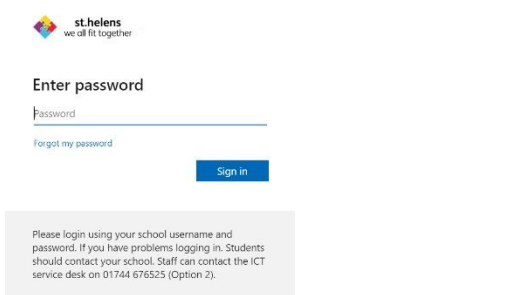
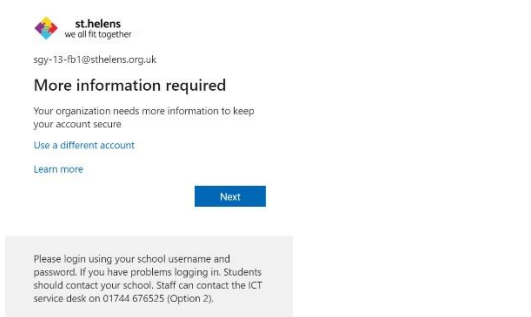
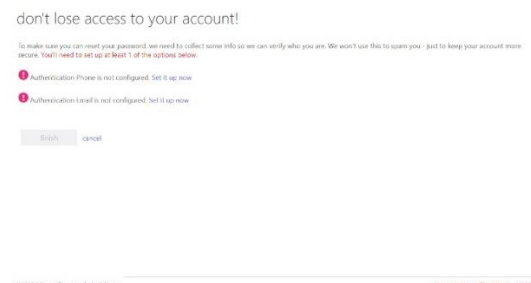
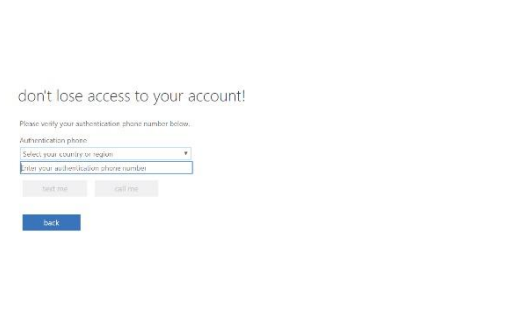
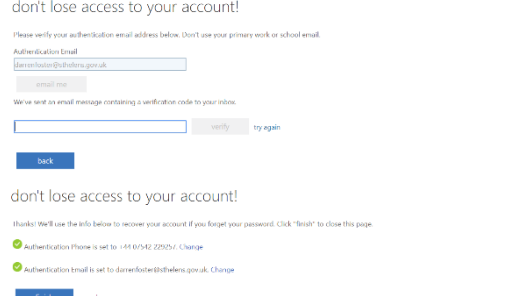


Self Service Password Reset

When you first log on to your Office 365 account, you will be asked to register for Password Self Service in case you forget your password. This can be done either via mobile or email depending on what you select during set up.

<ul style="list-style-type: none"> ○ Open up a web browser. ○ Goto http://www.office.com ○ Click on Sign In and put in the email address you have been given. 	 <p>Microsoft Sign in Email, phone, or Skype No account? Create one! Can't access your account? Sign-in options Next</p>
<ul style="list-style-type: none"> ○ Put in the Password you have been given on the next page 	 <p>st.helens we all fit together Enter password Password Forgot my password Sign in Please login using your school username and password. If you have problems logging in. Students should contact your school. Staff can contact the ICT service desk on 01744 676525 (Option 2).</p>
<ul style="list-style-type: none"> ○ The Self Service Screen appears, click next. 	 <p>st.helens we all fit together sgy-13-fb1@sthelens.org.uk More information required Your organization needs more information to keep your account secure Use a different account Learn more Next Please login using your school username and password. If you have problems logging in. Students should contact your school. Staff can contact the ICT service desk on 01744 676525 (Option 2).</p>
<ul style="list-style-type: none"> ○ You will need to pick either one or both of the options for recovery, mobile or email address it's up to you. <ul style="list-style-type: none"> ○ Click on "Set it up now" at the side of your choice 	 <p>don't lose access to your account! 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. Authentication Phone is not configured. Set it up now. Authentication Email is not configured. Set it up now. Finish cancel ©2020 Microsoft. Legal Privacy Your session will expire in 14:17</p>
<h2>MOBILE PHONE OPTION</h2> <ul style="list-style-type: none"> ○ Click on the dropdown at the side of "Select your country or region" and pick "United Kingdom +44" from the list, then enter your mobile number in the box and click on text me. ○ You will receive a code on your mobile, enter this code into the box. This will then take you back to the options where you can either complete the email verification or click on "finish" 	 <p>don't lose access to your account! Please verify your authentication phone number below. Authentication phone: Select your country or region Enter your authentication phone number Text me Call me back</p>
<h2>EMAIL OPTION</h2> <ul style="list-style-type: none"> ○ Enter a personal email address and not your St.Helens email address into the box provided and click on "email me". This will send an email to that address with a verification code contained within it. ○ Enter the provided verification code into the box and click on "verify". This will then take you back to the options where you can either complete the mobile verification or click on "finish" 	 <p>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 daren.foster@sthelens.gov.uk email me We've sent an email message containing a verification code to your inbox. verify try again back 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 Phone is set to +44 67642 22025 / Change Authentication Email is set to daren.foster@sthelens.gov.uk / Change Finish cancel</p>

If you ever forget the password to your office account you can use the forgot password button at logon to get back into your account.