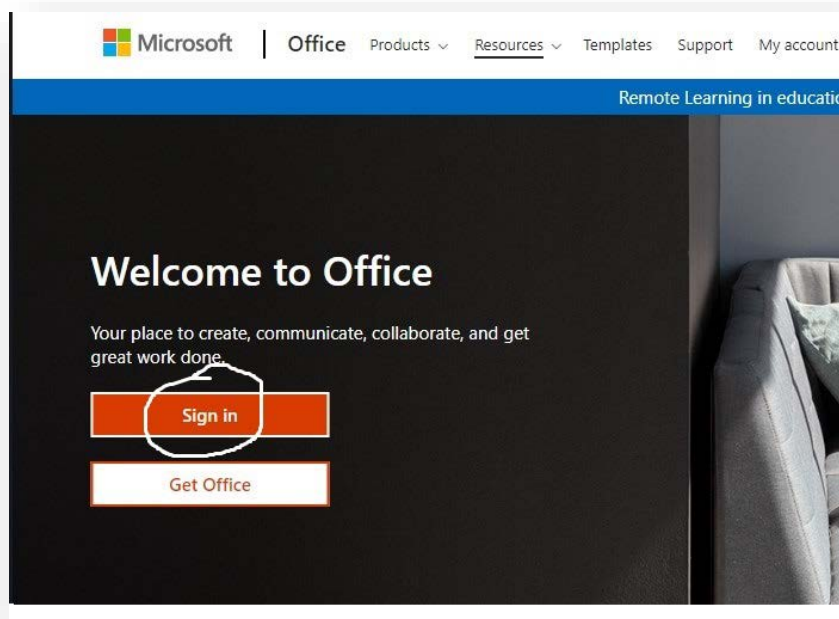
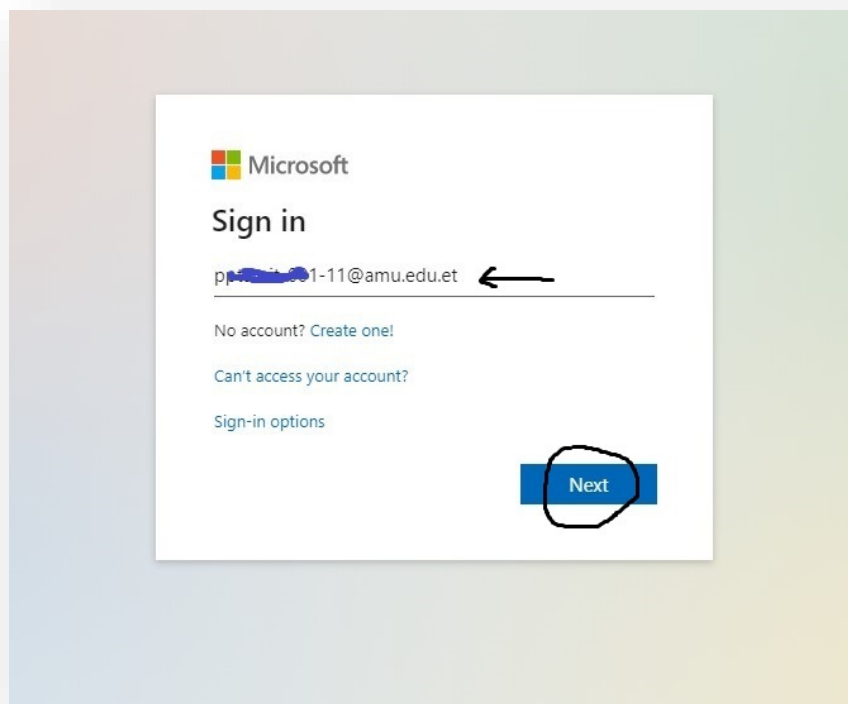


Guide to reset your office 365 account Password

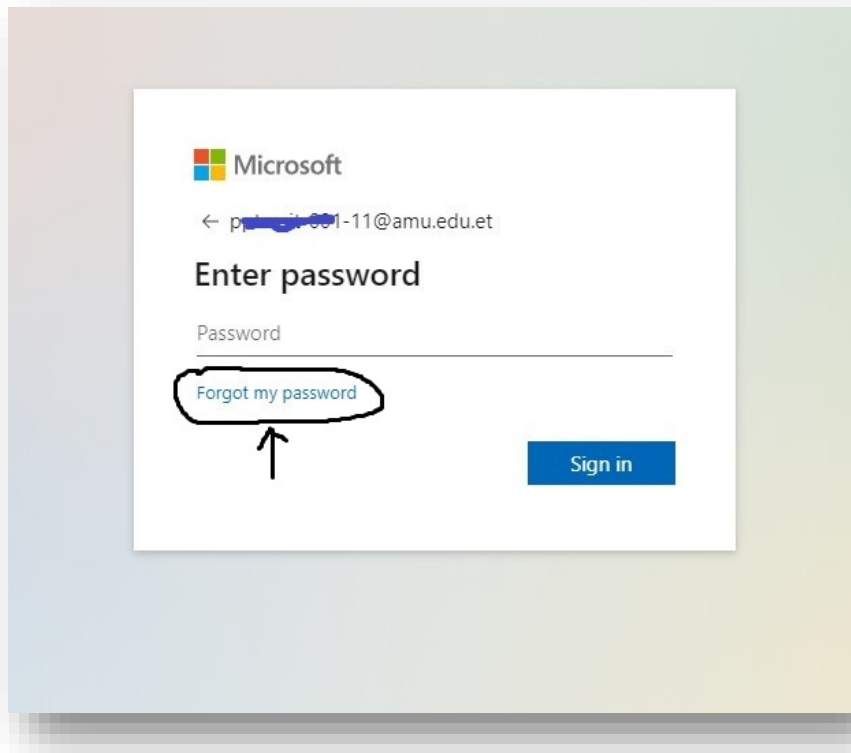
1. Navigate to www.Office.com and click Sign in.



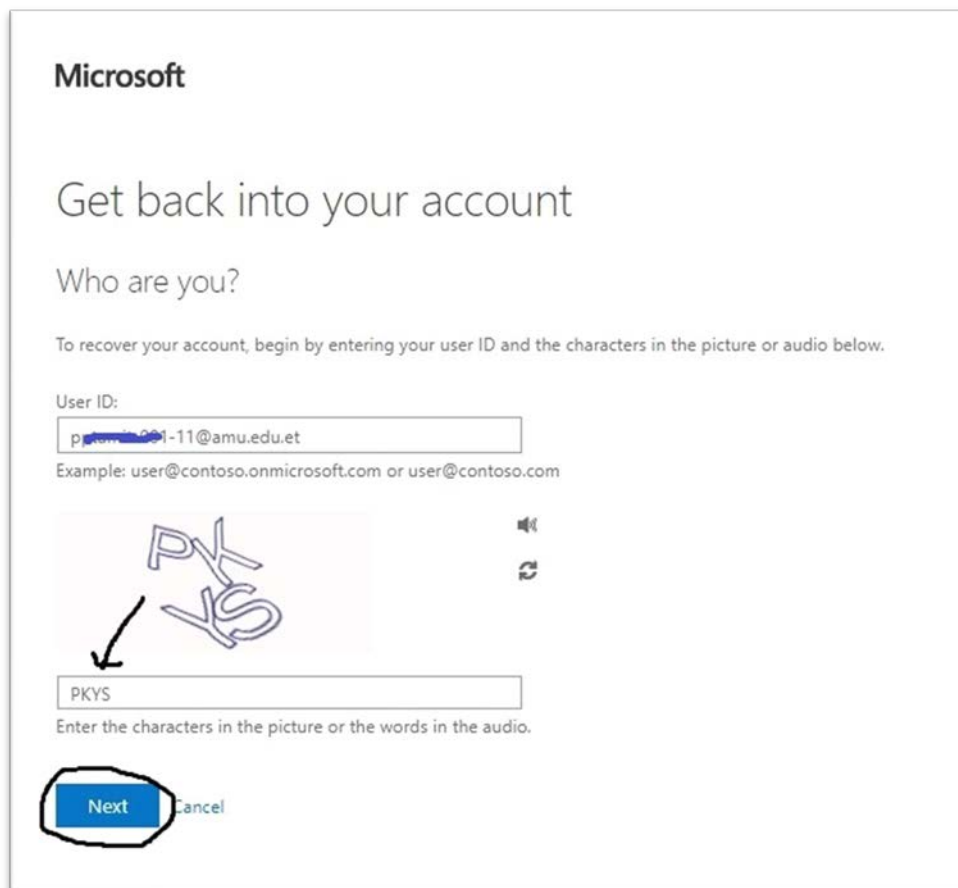
2. Provide your username and click “Next”



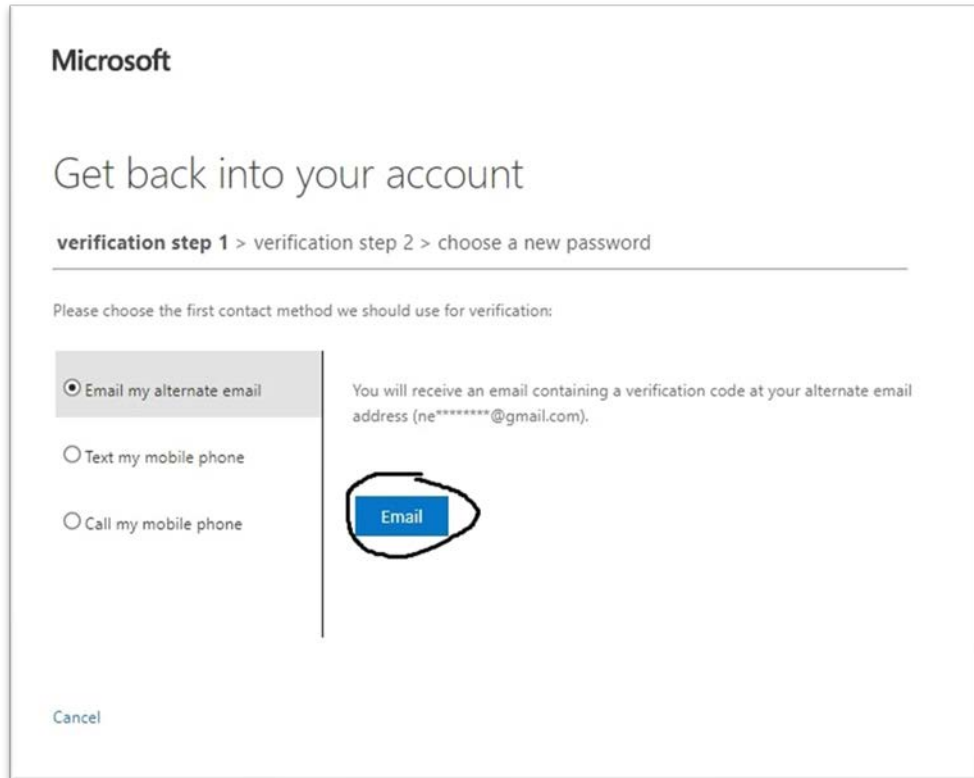
3. Click on “Forgot my password” link:



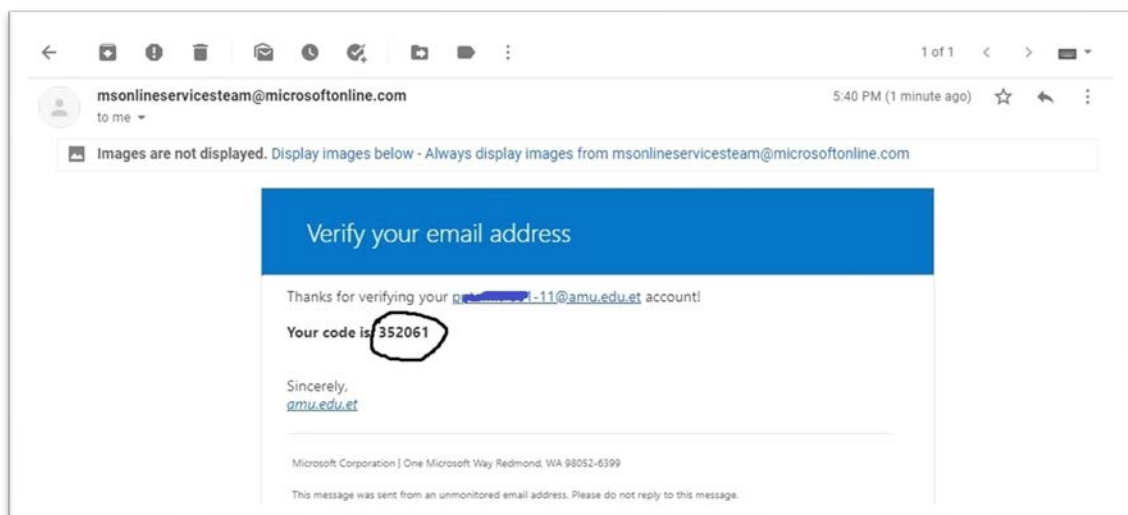
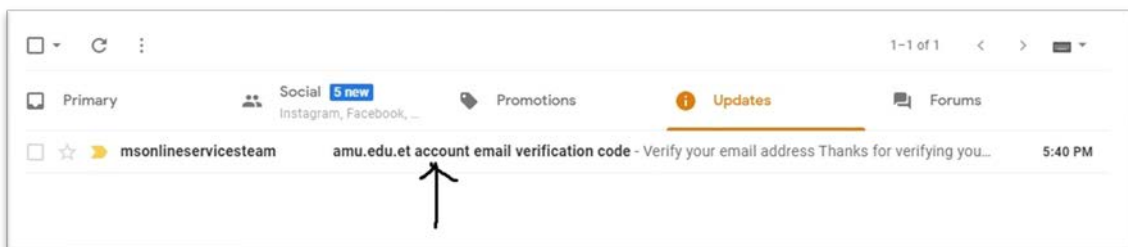
4. Fill the characters you see in the text field:

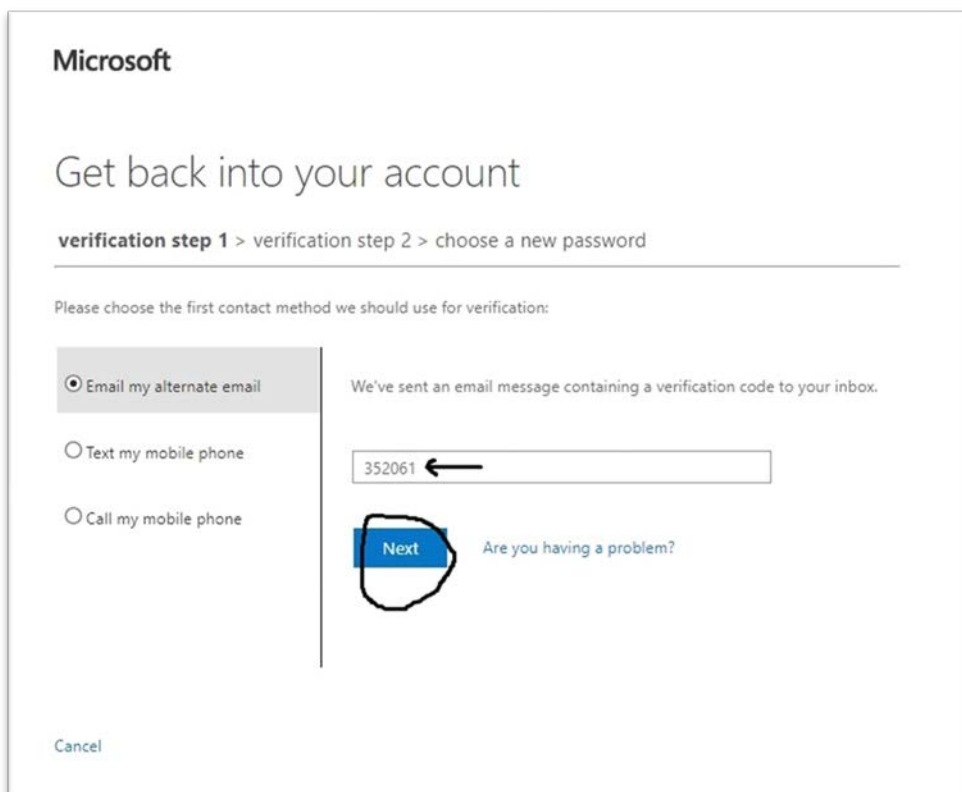


5. Verify your Email: Click on “Email”

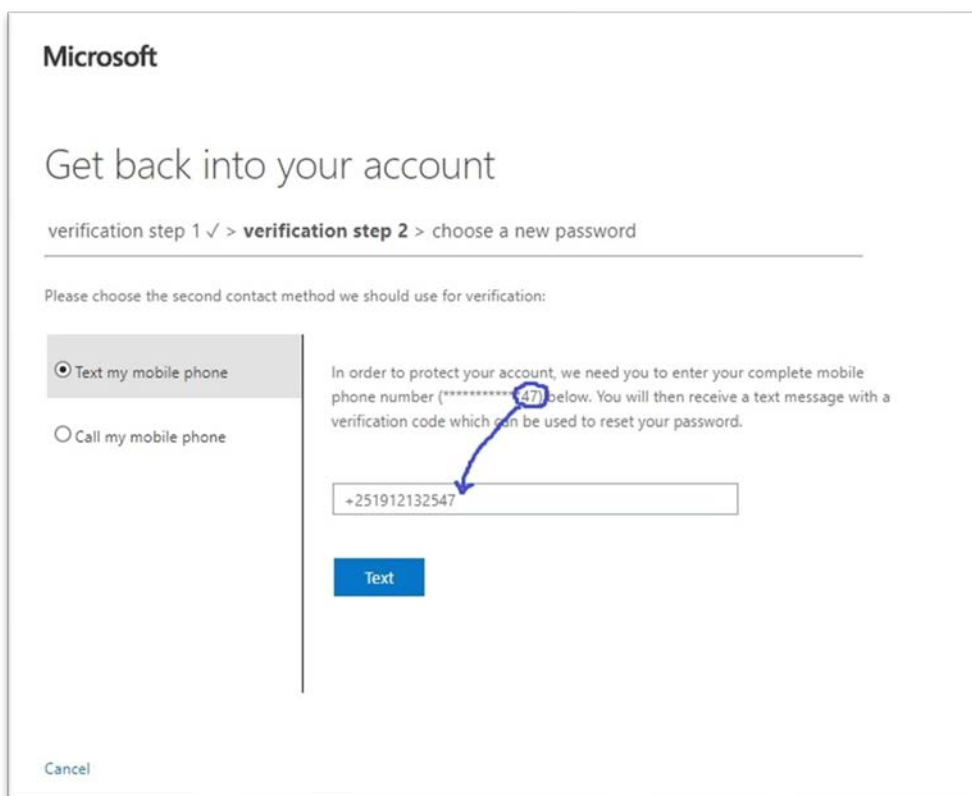


- Office shows your email you provided when you first setup your account(partially). Check your Email for a verification code and fill verification code in the space provided.

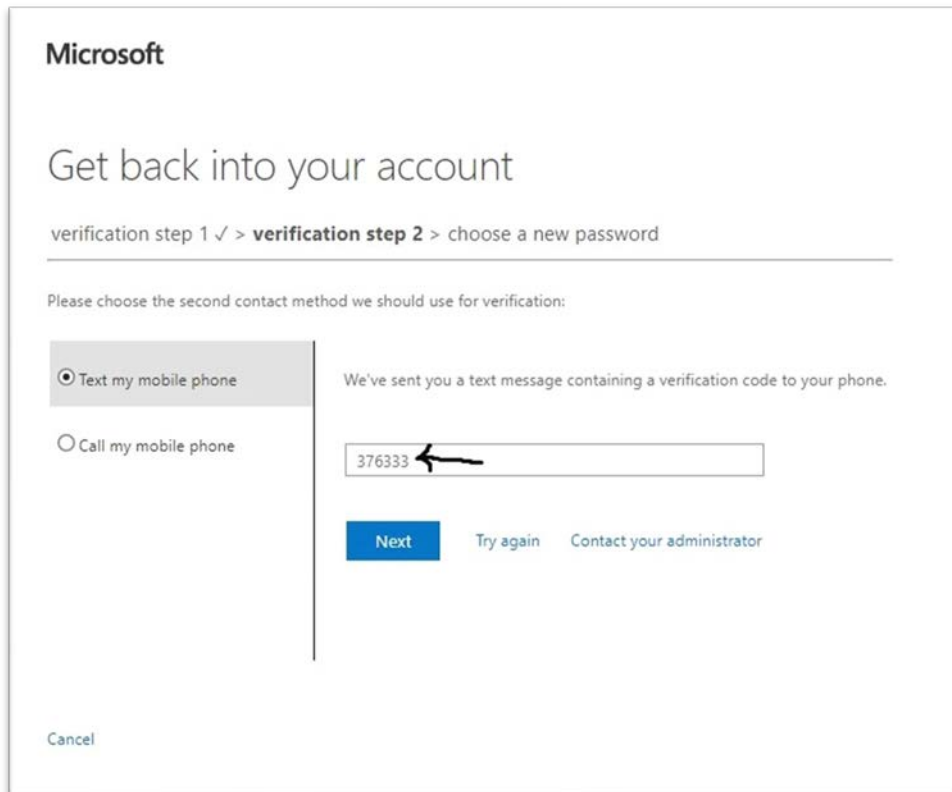




6. Verify your Phone Number: Click on “Text/Call”



- **Option 1: Text my mobile phone:** Fill your phone number you provided when you first setup your account, including **+251, 0** is not needed after **+251**, if your mobile number is 0920212223 then fill +251920212223
- Check your phone for txt message and fill the verification code in the text field provided click **“Next”**.



The screenshot shows the Microsoft account recovery interface. At the top, it says 'Microsoft' and 'Get back into your account'. Below that, it indicates the current step: 'verification step 1 ✓ > verification step 2 > choose a new password'. The main instruction is 'Please choose the second 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 the selected option, it says 'We've sent you a text message containing a verification code to your phone.' Below this is a text input field containing the number '376333', with a black arrow pointing to the end of the text. At the bottom of the form, there are three buttons: 'Next' (in blue), 'Try again', and 'Contact your administrator'. A 'Cancel' link is located at the bottom left of the page.

- **Option 2: Call my mobile phone:** choose phone call instead, provide your phone number and click on **“Call”**, pick up the phone call from Microsoft and press **“#”** key from the keypad.

Get back into your account

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

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

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****47) below. You will then receive a call. Please answer it to continue.

+251912132547

Call

Cancel

7. Choose a new password

Microsoft

Get back into your account

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

* Enter new password:

..... ←

strong

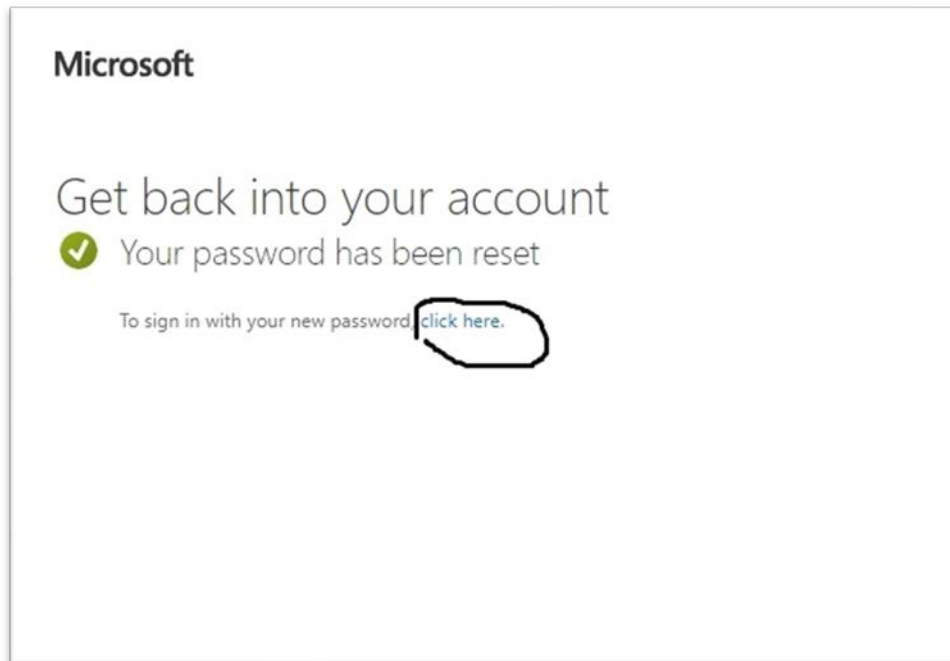
* Confirm new password:

..... ←

Finish Cancel

- now enter a new password containing capital letters, small letters, numbers and optionally characters like, &,\$,#,@,*!,?
- confirm your new password and click on **“Finish”**.

8. Sign in using your new password:



Congratulations!! You successfully reset your password, it's time to get back to your account. click the link to sign in to your account by using the link in success page or you can navigate to www.office.com.

Arba Minch University

Information Communication Technology Directorate.

Office 365 Admin Team

Aug. 10, 2020

