

To allow Agency staff the option of resetting their Office 365 Email account password without having to contact the Family Service ITHelpDesk, the IT Department has enabled the Office 365 password reset feature. Staff will be able to reset their password 24/7, 365 days a year without assistance from the ITHelpDesk.

On your next login to Office 365, you will be required to register for the Office 365 password reset feature.

On your next logon attempt to Office 365, the following window will appear. You must select and complete the setup of at least one of the three options listed, but you can select and complete the setup for two or all three options if you wish:

- Authentication Phone is not configured. [Set it up now.](#)
 - This option will allow you to receive a text or voice message.
- Authentication Email is not configured. [Set it up now.](#)
 - This option requires personal or a secondary email account (e.g., Gmail, Hotmail)
- Security Questions are not configured. [Set it up now.](#)
 - Does not require a phone or secondary email account.

Microsoft Azure nlightfoot@Family-service.org | ?

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

finish cancel

©2017 Microsoft Legal | Privacy Your session will expire in 14:41

This example covers the first option, "Authentication Phone is not configured. [Set it up now.](#)"

NOTE: You must finish the registration setup within 15 minutes.

Select the country or region and enter your mobile phone number, including the area code. Select “text me” or “call me”.

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don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

210-

text me call me

back

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Depending on your selection in the previous window, you will receive a text message containing a 6 digit code or receive an automated voice call within the next 5 – 60 seconds. Enter the code and select “verify”. If you do not receive the text message or automated voice call within 2 minutes, select “try again” or the “back” button.

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don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

210-

text me call me

We've sent a text message containing a verification code to your phone.

123456

verify try again

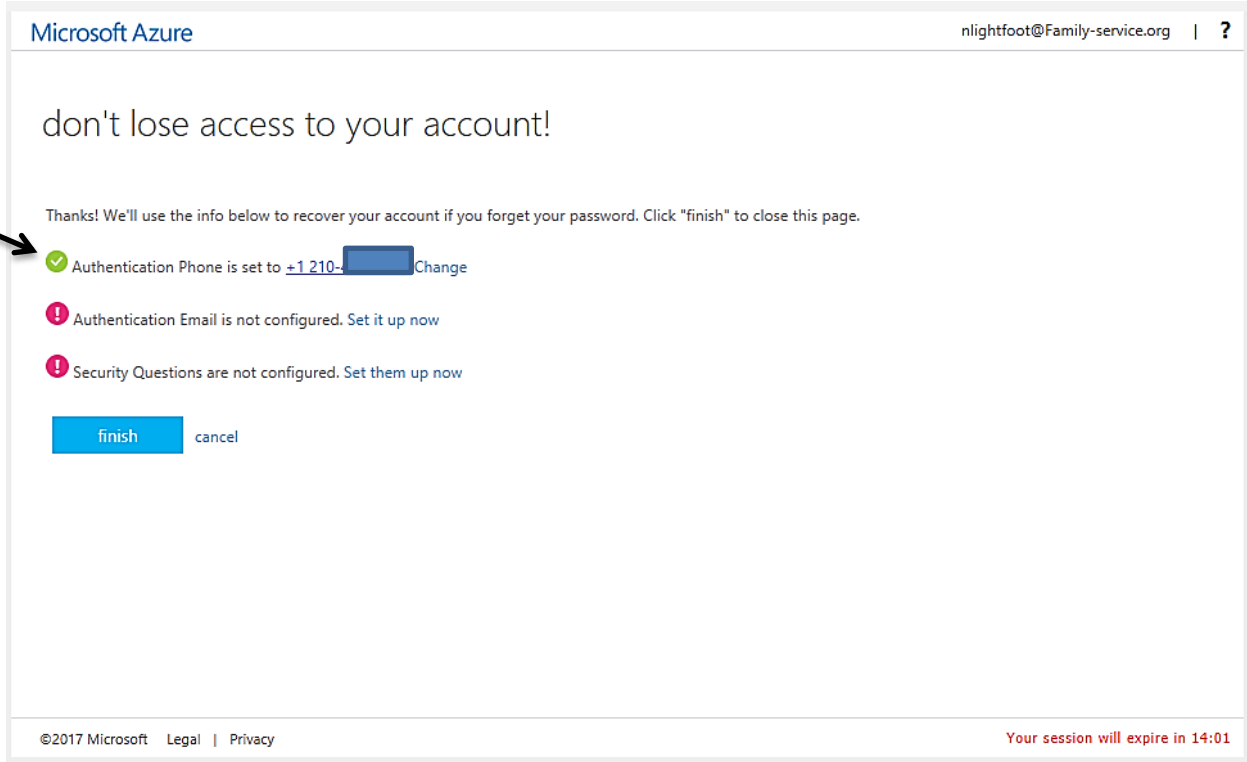
back

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Once the code is verified, you will see the green dot with the checkmark that indicates that the registration setup was successful for the option(s) you selected.

Select the "Finish" button. This will now take you directly to your Office 365 login. Continue and login.



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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 +1 210-... [Change](#)
- ! Authentication Email is not configured. [Set it up now](#)
- ! Security Questions are not configured. [Set them up now](#)

[finish](#) [cancel](#)

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If in the future you do not remember your Office 365 password, select the "[Can't access your account?](#)" link, which will take you through the required steps to reset your password.



Work or school account



jdelao@family-service.org

Password

☐ Keep me signed in

[Sign in](#)

[Back](#)

[Can't access your account?](#)

Please contact the IT Department if assistance is needed in completing the Office 365 password reset registration.