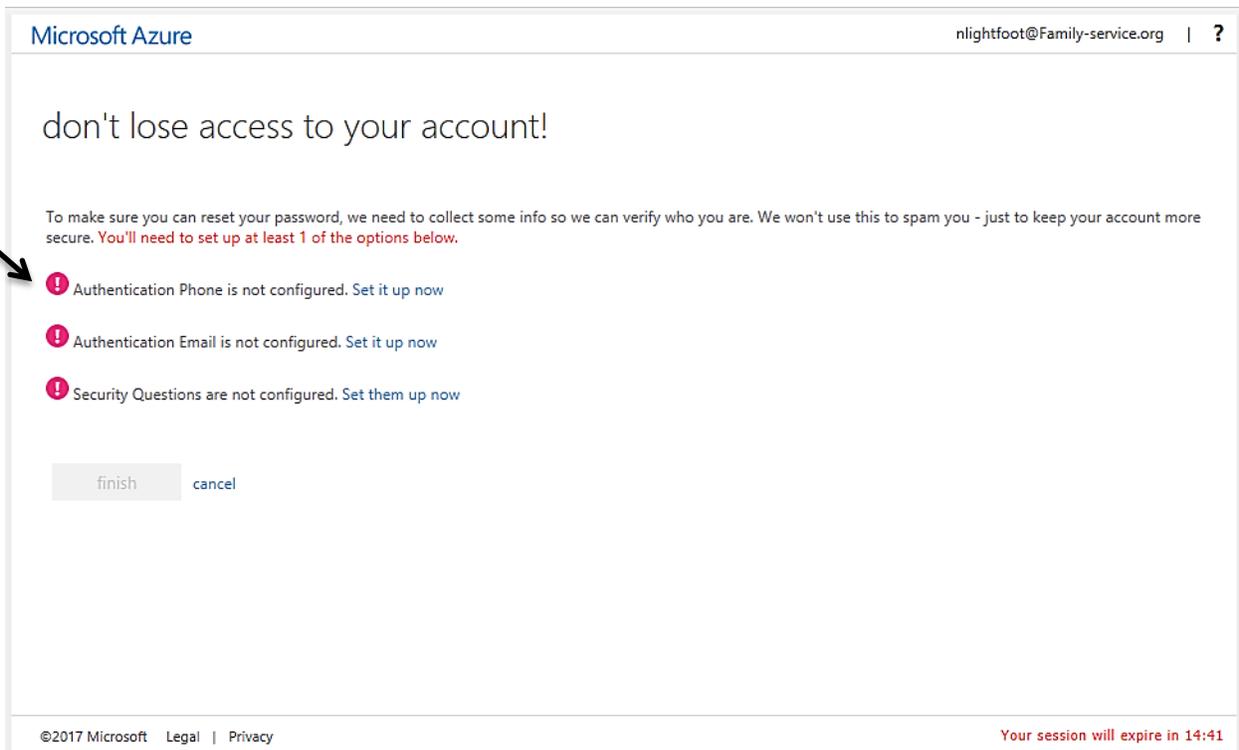


To allow Agency staff the option of resetting their Office 365 Email account password without having to contact the Family Service ITHelpDesk, the IT Department has enabled the Office 365 password reset feature. Staff will be able to reset their password 24/7, 365 days a year without assistance from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



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”.

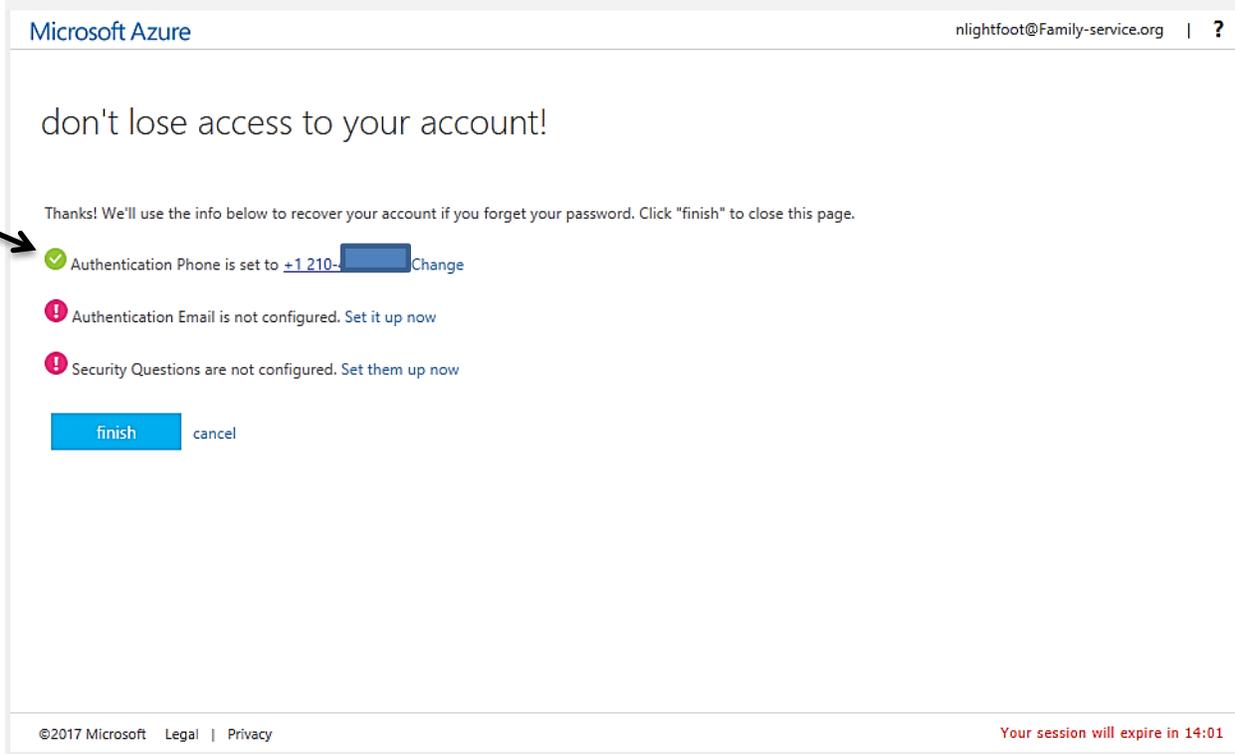
This screenshot shows the Microsoft Azure authentication interface. At the top, it says "Microsoft Azure" and "nlightfoot@Family-service.org | ?". The main heading is "don't lose access to your account!". Below this, it asks the user to "Please verify your authentication phone number below." There is a dropdown menu for "Authentication phone" set to "United States (+1)". Below the dropdown is a text input field containing "210-". There are three buttons: "text me", "call me", and "back". At the bottom, there is a footer with "©2017 Microsoft Legal | Privacy" and a red warning "Your session will expire in 14:53". An arrow points to the "210-" input field.

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.

This screenshot shows the next step in the Microsoft Azure authentication process. The heading remains "don't lose access to your account!". The "Authentication phone" dropdown is still "United States (+1)" and the input field now contains "210-". The "text me" and "call me" buttons are now disabled. A message states "We've sent a text message containing a verification code to your phone." Below this, there is a text input field containing "123456" and a "verify" button. A "try again" link is also present. A "back" button is at the bottom. Two arrows point to the "123456" input field and the "verify" button.

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.



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

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

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