

# Microsoft 365 Change Password

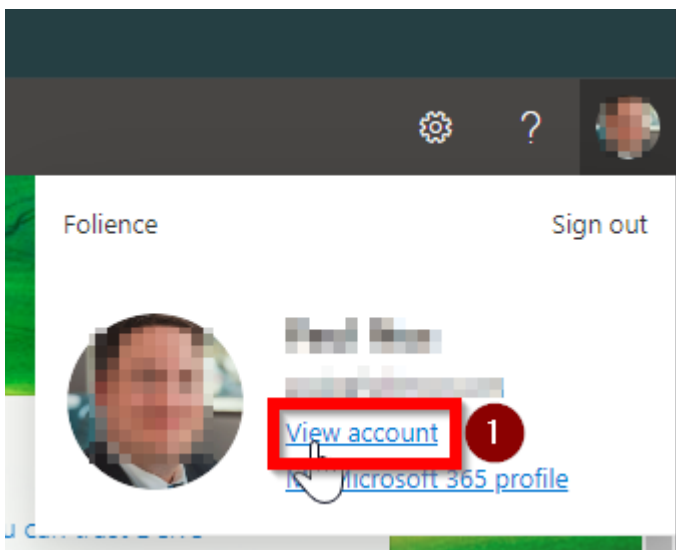
## About

This document describes the steps needed to reset password through Azure to write-back to domain controller.

## Microsoft Login

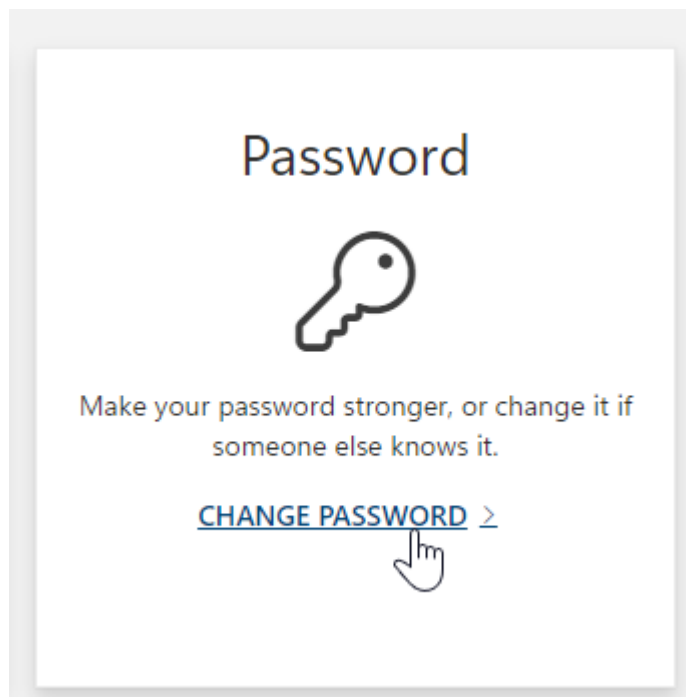
Login to <https://office.com> or simply go to <https://myaccount.microsoft.com/> to get to change password option.

You can click "View Account" if you are already logged in and want to click to the page.



## Change Password

Choose the change password option



Enter new password and submit.

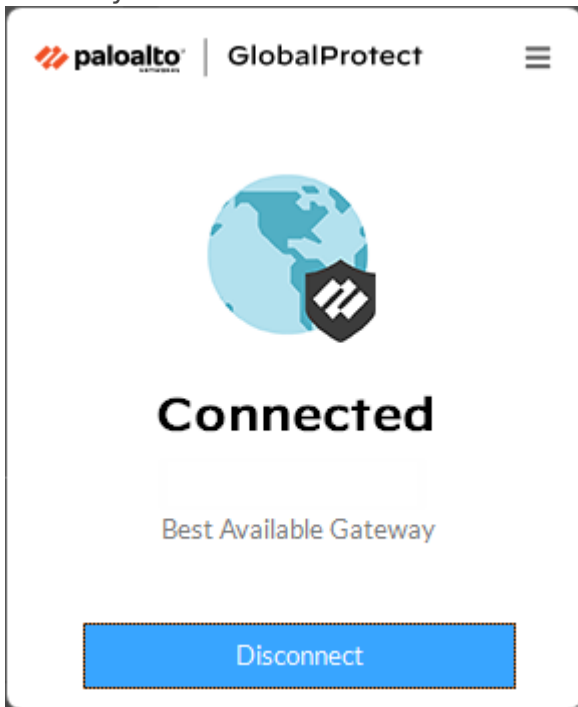
A screenshot of a 'Change your password' form. The title 'Change your password' is at the top left, and a close button (X) is at the top right. Below the title is a 'User ID' label followed by a blurred input field. Below that is a 'New password' label followed by a text input field. To the right of the 'New password' field are two icons: a yellow circular icon with a black geometric pattern and a blue eye icon. Below the 'New password' field is a 'Confirm new password' label followed by another text input field. To the right of the 'Confirm new password' field are the same two icons as above. At the bottom right of the form are two buttons: 'Cancel' and 'Submit'.

Please open a [help.desk@folience.com](mailto:help.desk@folience.com) ticket if you run into any issues. Upon success, you may need to re-authorize your Microsoft logins.

## Cache Your Password

Your password has been changed successfully and has been recorded. However, if you have a laptop and connect using the VPN, your laptop won't know you have changed your password the next time you go to unlock it or log into it.

1. Ensure you are connected to the VPN



2. Lock your PC by pressing the Windows Key and L at the same time
3. Immediately unlock the PC again by entering the new password you just created in the above step

You can now log into your laptop with the new password, even if it does not have an internet connection.

## Forgotten Password

If you have forgotten your password and need to change it, you can now reset your own password with Self Service Password Reset.

1. Navigate to <https://office.com> or simply go to <https://myaccount.microsoft.com/> to begin the process.
2. Click **Can't access your account?**



## Sign in

Email, phone, or Skype

No account? [Create one!](#)

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

Back

Next



Sign-in options

3. Click **Work or school account**



## Which type of account do you need help with?



Work or school account  
Created by your IT department



Personal account  
Created by you

Back

4. Enter your **e-mail address** and complete the **captcha** to prove you are human



## Get back into your account

Who are you?

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

Email or Username: \*

keanu@folience.com

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



6WWW

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

Next

Cancel

5. Select the reason for your login issues



## Get back into your account

Why are you having trouble signing in?

☒ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

☐ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel

6. Complete verification of your identity. You must verify your ID through two separate channels. For example, a text to your mobile number *and* a code to your authenticator

app.

# Get back into your account

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

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

☒ Text my mobile phone

☐ Call my mobile phone

☐ Approve a notification on my authenticator app

☐ Enter a code from my authenticator app

What phone number would you like to use for verification?

☐ Text me at \*\*\*\*\*41

☒ Text me at \*\*\*\*\*99

Next

Once you have completed both identity challenges, you can enter your new password. You should proceed with the steps to cache the password as before.

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