

## **Library Services**

## How to reset your forgotten NMTAFE Microsoft 365 password using Email and Phone Number

This set of instructions is for people who set-up their Microsoft 365 **without** using the Microsoft Authenticator App. If you set up your account using the App, please see other instructions.

 Press the "Can't access your account?" (Or "Forgot your password if using a smartphone only") link on the Microsoft Sign-in screen.

Microsoft		
Sign in		
Email address, ph	one number or Sky	ре
No account? Create o	one!	
Can't access your ac	count?	
	Back	Next

2. Select "Work or school account".

Which type of account (		
Which type of account do you need help with?		
Work or school account Created by your IT department		
R Personal account Created by you		
	Back	

**3.** Enter your student email where it says Email or Username.

**Enter** the characters that are displayed in the box below the picture (this is case sensitive).

Press Next.

Get b	ack into your account
Who ar	e you?
To recover yo	ur account, begin by entering your email address or username and the characters in the picture or audio below
Email or User studentID0 Example: use	rate: va. eduau feorthise.com/icrosoft.com or user@contoso.com feorthise.com/icrosoft.com feorthise.com feort
Next	Cancel



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- 4. From the 'Get back into your Account menu,'
  - Select 'Text My Phone,'
  - Enter your phone number
  - Click Text.

Get back into ye	our account
verification step 1 > verificat	tion step 2 > choose a new password
Please choose the first contact metho	d we should use for verification:
O Email my alternate email	In order to protect your account, we need you to enter your complete mobile phone number below. You will then receive a text message with a
• Text my mobile phone	verification code which can be used to reset your password.
○ Call my mobile phone	Enter your phone number
	Text

5. You will receive a 6 digit code via SMS

## $\ensuremath{\textit{Enter}}$ the code then $\ensuremath{\textit{click}}$ Next

**6.** You will be taken back to the 'Get back into your account' menu.

Click Email.

ase choose the first contact method	d we should use for verification:
) Email my alternate email	We've sent you a text message containing a verification code to your phone.
Text my mobile phone	Enter your verification code
○ Call my mobile phone	Next

Get back into your account

Get back into yo	bur account
Verification step 1 ✓ > <b>verific</b>	tion step 2 > choose a new password thod we should use for verification:
Email my alternate email	You will receive an email containing a verification code at your alternate email address
-	

7. A second 6-digit code will be sent to your Personal Email	l.
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Enter the code then click Next.

Get back into y	our account
verification step $1 \checkmark > $ verifi	ication step 2 > choose a new password
Please choose the second contact n	nethod we should use for verification:
Email my alternate email	We've sent an email message containing a verification code to your inbox.
	Enter your verification code
	Next



8. Enter and Confirm your new password.

Your new password can use any combination of letters or numbers but must be a minimum of 14 characters.

(It expires every 6 months)

Tip: Use words or phrases you are going to remember

Press Finish.

9. Your Password has now been reset. Press 'Click here' and Sign-in using your student email and new password.

Get back into your account
det back into your decount
verification step $1 \checkmark >$ verification step $2 \checkmark >$ <b>choose a new password</b>
* Enter new password:
* Confirm new nassword:
Finish Cancel
100000000000000000000000000000000000000

Microsoft	
Get back into your account Vour password has been reset	l
To sign in with your new password, <u>click here</u> .	J

If you have any questions or require further assistance visit or contact the library. Campus Library phone numbers and opening hours can be found on the Contact Us page by clicking <u>here</u>.