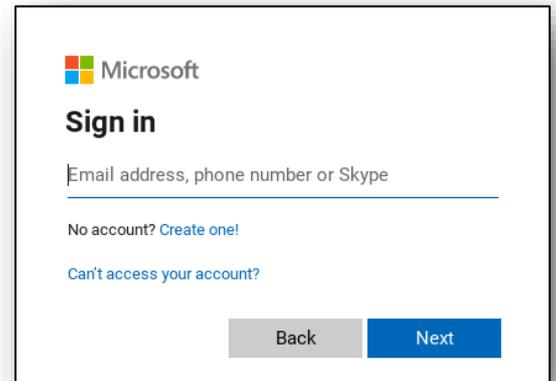




How to reset your forgotten NMTAFE Microsoft 365 password using Email and Phone Number

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.

1. **Press** the “Can’t access your account?” (Or “Forgot your password if using a smartphone only”) link on the Microsoft Sign-in screen.



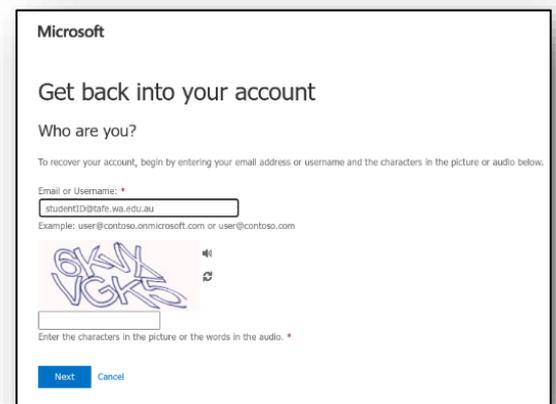
2. **Select** “Work or school account”.



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.





4. From the 'Get back into your Account menu,'

- **Select** 'Text My Phone,'
- **Enter** your phone number
- **Click** Text.

Get back into your account

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

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

Email my alternate email

Text my mobile phone

Call my mobile phone

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 verification code which can be used to reset your password.

Enter your phone number

Text

5. You will receive a 6 digit code via SMS

Enter the code then **click** Next

Get back into your account

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

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

Email my alternate email

Text my mobile phone

Call my mobile phone

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

Enter your verification code

Next

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

Click Email.

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:

Email my alternate email

You will receive an email containing a verification code at your alternate email address

Email

7. A second 6-digit code will be sent to your **Personal Email**.

Enter the code then **click** Next.

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:

Email my alternate email

We've sent an email message containing a verification code to your inbox.

Enter your verification code

Next



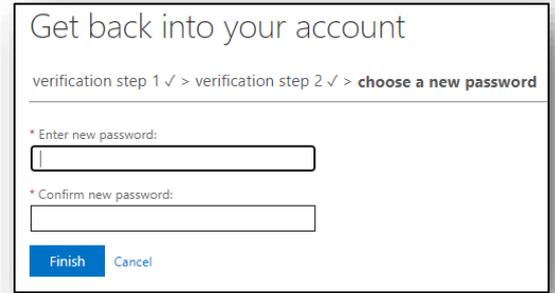
8. Enter and Confirm your new password.

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.



Get back into your account

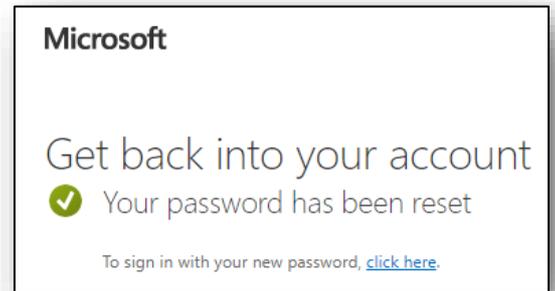
verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish Cancel

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



Microsoft

Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

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 [here](#).