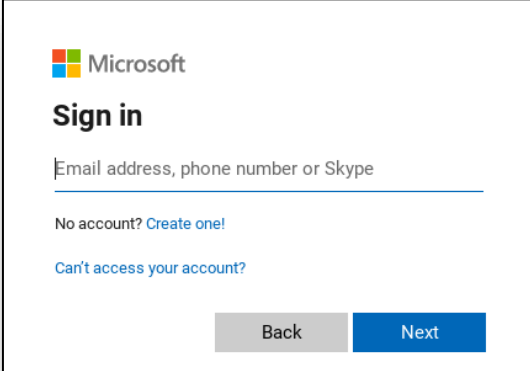




## How to reset your forgotten NMTAFE Microsoft 365 Password using Microsoft Authenticator Application


These instructions, are for students who set up their Microsoft 365 with the Authenticator App. For those who used phone number and email, see other instruction sheet.

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



The screenshot shows the Microsoft Sign in page. At the top left is the Microsoft logo. Below it is the text "Sign in". There is a text input field with the placeholder text "Email address, phone number or Skype". Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom right, there are two buttons: a grey "Back" button and a blue "Next" button.

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

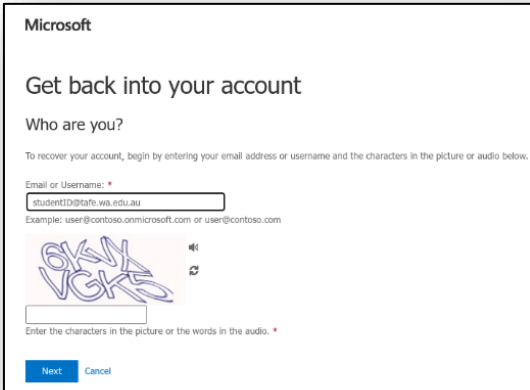


The screenshot shows the Microsoft account selection screen. At the top left is the Microsoft logo. Below it is the text "Which type of account do you need help with?". There are two options, each with a person icon: "Work or school account Created by your IT department" and "Personal account Created by you". The "Work or school account" option is highlighted with a grey background. At the bottom right, there is a grey "Back" button.

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.**



The screenshot shows the Microsoft account recovery screen. At the top left is the Microsoft logo. Below it is the text "Get back into your account". There is a question "Who are you?". Below that is a note: "To recover your account, begin by entering your email address or username and the characters in the picture or audio below." There is a text input field with the placeholder text "Email or Username: \*". Below the input field is an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". There is a picture of a person with a speech bubble containing the text "GUY VGK5". Below the picture is a text input field. Below the input field is a note: "Enter the characters in the picture or the words in the audio. \*". At the bottom, there are two buttons: a blue "Next" button and a grey "Cancel" button.



- From the “Get back into your account” menu **select**, “Approve a notification on my authenticator app”.

**Press Send Notification.**

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:

Send a text to my mobile phone number

Call my mobile phone number

Approve a notification on my authenticator app

Enter a code from my authenticator app

Send a notification to your authenticator app on your mobile device.

[Send Notification](#)

- A Notification will now appear on your phone asking you to enter a number.

- **Enter** the number that appears on the verification screen.
- **Press Yes.**
- **Unlock** the Authenticator Application in the usual manner.

Are you trying to sign in?

TAFE @tafe.wa.edu.au

Enter the number shown to sign in.

Enter number here

89

[YES](#)

[NO, IT'S NOT ME](#)

[I CAN'T SEE THE NUMBER](#)

- You will now need to “Sent a text to my mobile phone number”.

**Enter the phone number** you initially signed up with and then **click Text.**

Microsoft

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:

Send a text to my mobile phone number

Call my mobile phone number

Enter a code from my authenticator app

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](#)



7. Enter your verification code that you receive via Text message, 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:

Send a text to my mobile phone number We've sent a text message to your phone number containing a verification code.

Call my mobile phone number

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](#).