# Microsoft Password Reset

There is new functionality within Office 365 that allows everyone at NEC to better manage their own Microsoft password. This feature allows a member of the NEC community who has forgotten their Microsoft password, to reset it on their own without needing to contact the Helpdesk.

You will see the screen below asking you to set the required information. You will not be asked to reset your password now. These steps will only setup your password reset questions.
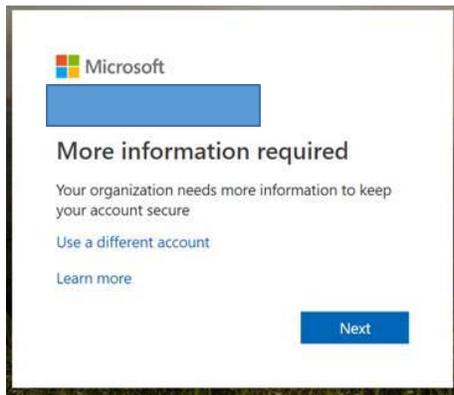
When you click Next, you will be asked to set the information used to reset your password. Only one answer is necessary to reset your password. You can choose to answer just one or all three. The more you answer, the better your chances of having the correct info.

You will need to have access to the phone and personal email account. Microsoft will send a code to verify your responses.
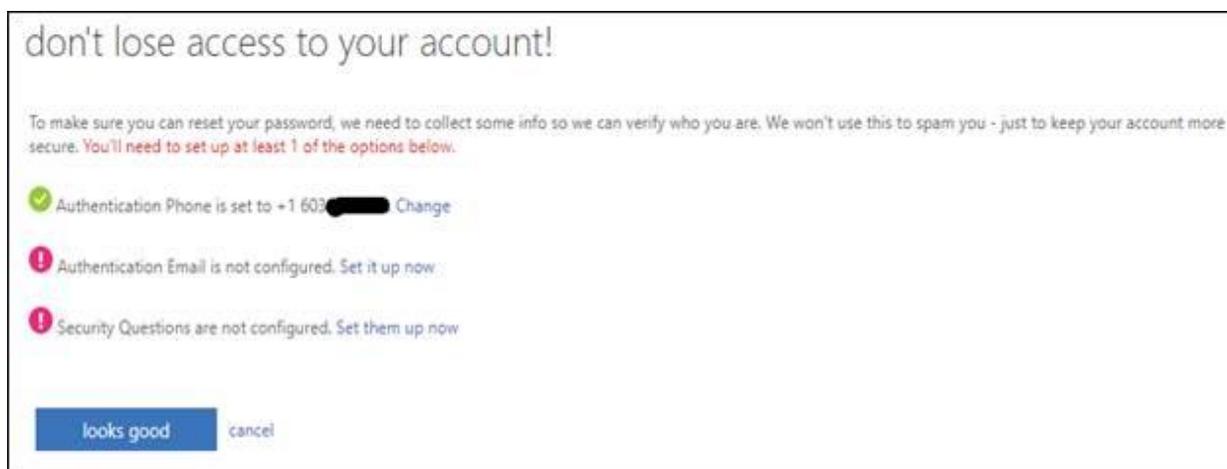
- The phone must be able to receive a verification code sent via text. So an office phone will not work.

- The email must be a private email account not associated with Office 365 such as Gmail.

- Answer 5 security questions from the list provided.

These answers are not available to Microsoft or NEC. They are kept in encrypted form with your NEC Office 365 account. If you use a Password Manager, record the answers to your 5 questions there.

When you have answered at least one selection, click Finish to complete the steps.

Microsoft will ask you to verify the information provided here every 365 days.

This is what you will see if you ever forget your Office 365 password: ***Blackboard users who forgot their password would do this to reset for NEC Email and BB.**

Use the "Forgot password" link on the sign in screen to reset it.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the 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 (es********@gmail.com).

○ Text my mobile phone

○ Call my mobile phone   **Email**

○ Answer my security questions