26th **February 2021**

Re: Office 365 Self-Service Password Reset

Dear all Parents/Carers

In order to assist with remote learning, you will be given the option to set up your child's Office 365 account for self-service password resets from Monday 1st March.

This facility has been introduced by Microsoft to speed up the process of resetting passwords.

Setting up self-service passwords is a secure and fairly simple process which you will be prompted to do directly from your logon screen from Monday, however you may find the guide sent in conjunction with this letter useful for further information.

Please note: Self-service password resets are optional and our school offices will still be able to assist you by directing your requests to our Trust IT provider in the event that you require assistance with this matter.

Thank you for your support.

Yours sincerely

Amarjit Cheema OBE

Office 365 Self-Service Password Reset Guide

*The aim of Office 365 password self-service is to allow all parents, pupils and staff to reset their own password, following required security checks. By enabling this feature, users will benefit from a safe and faster resolution time when experiencing any Office 365 logon queries. This will go live for all Perry Hall MAT accounts from Monday 22nd February 2021.*

INSTRUCTIONS

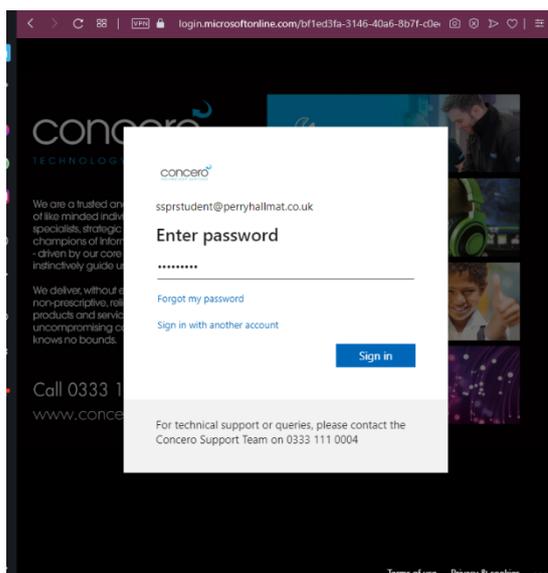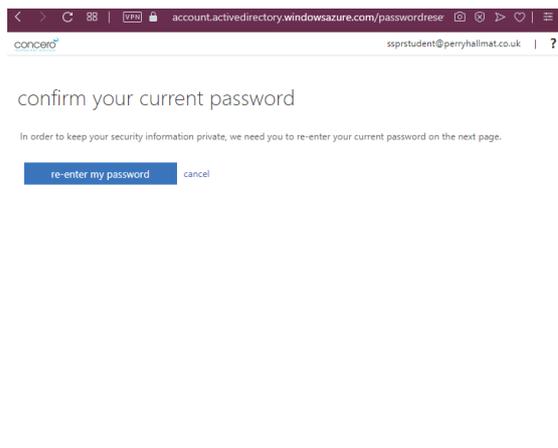## Setting up extra security information:

1. **Log into your Office 365 account as normal.**

It is here where you will now be asked for essential security information to be added >Select "Next".
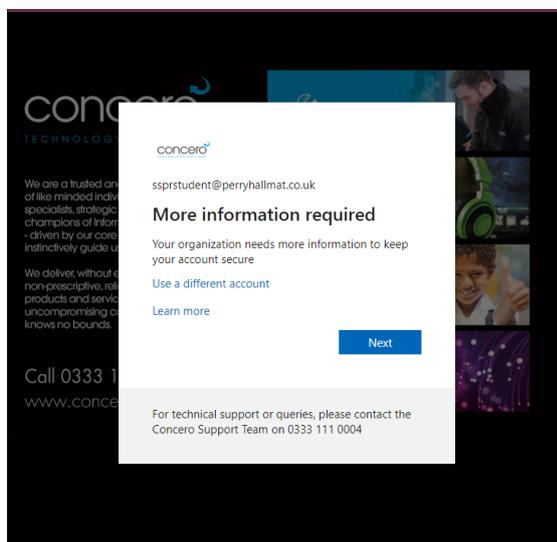
2. You will then be presented with a screen which asks you to re-enter your current password.

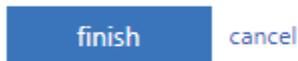Press "Re-enter my password" and then input the password as requested.

3. Once you have logged in you will see the below screen where you will be given 3 options to choose from to secure your account:
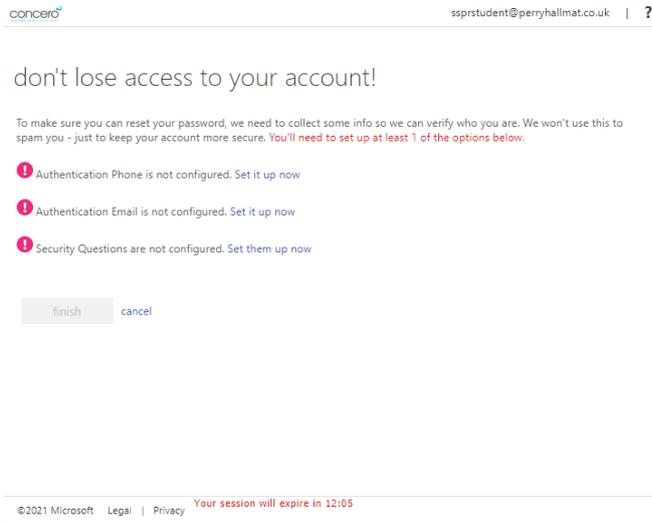
4. Once completed, input your security details and you will see a "Finish" box as shown below.

When you are ready, please select this:

Please note: You will be asked to select "At least 1" option to secure your account. We would however strongly encourage you to select and complete at least 2 options to allow for the event of wrong letters or digits being input incorrectly.

Instructions for Resetting your Office 365 password:

1. **Please head to the following link:**
   https://passwordreset.microsoftonline.com

Get back into your account

Who are you?

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

Email or Username:

Example: user@contoso.onmicrosoft.com or user@contoso.com
Please type your email address in the format user@contoso.onmicrosoft.com or user@contoso.com

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

Next   Cancel

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 alternative email address
- ○ 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

You will receive an email containing a verification code at your alternative email address (ch*******@hotmail.co.uk).

Email

Cancel

2. **Select which option you would like the security code sent to.**

   Once you type in your email address it will ask you to choose an option to send the code to. If you have both an email and a telephone number set up, you can select which one you would like the code sent to. This

will send a security code to your mobile or secondary email address which you set up previously.

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 alternative email address
- ( ) 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

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

| Enter your verification code |

Next

Cancel

3. Enter the code you have been sent.

You can then create and confirm your new password as below:

concero°   ssprstudent@perryhallmat.co.uk | ?

change password

Strong password required. Enter 8-256 characters. Do not include common words or names. Combine uppercase letters, lowercase letters, numbers, and symbols.

User ID
ssprstudent@perryhallmat.co.uk

Old password

Create new password

Password strength

Confirm new password

submit   cancel

©2021 Microsoft   Legal | Privacy