Self Service Password Reset for Office 365
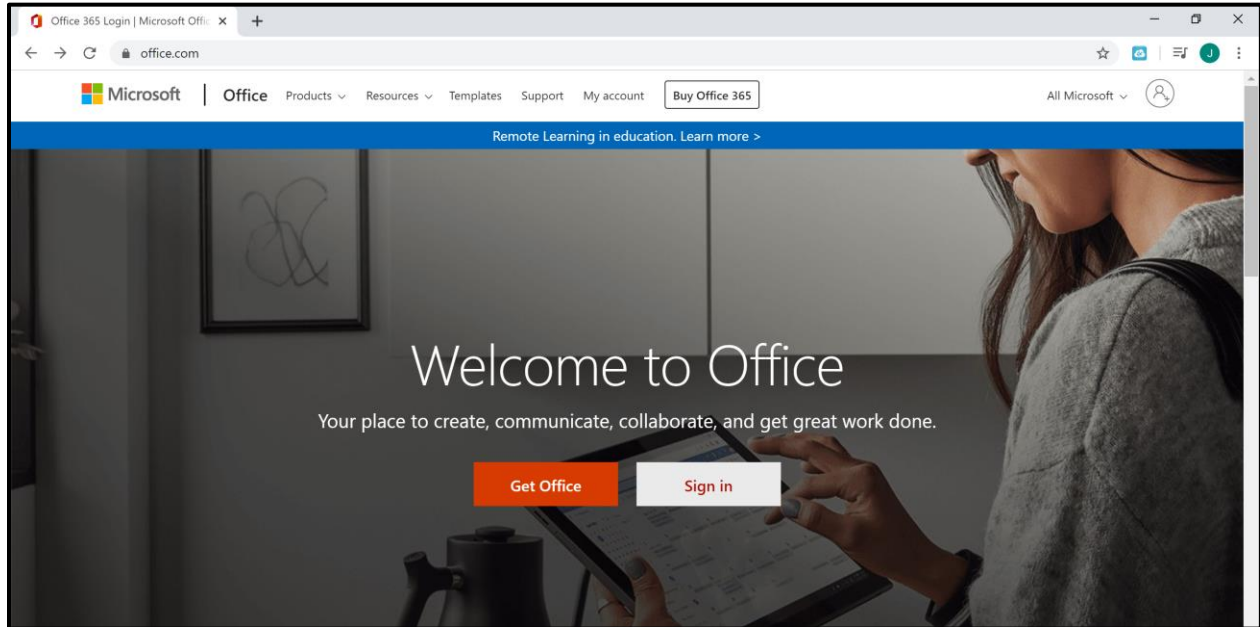
Step One: Establish Two-Factor Authentication
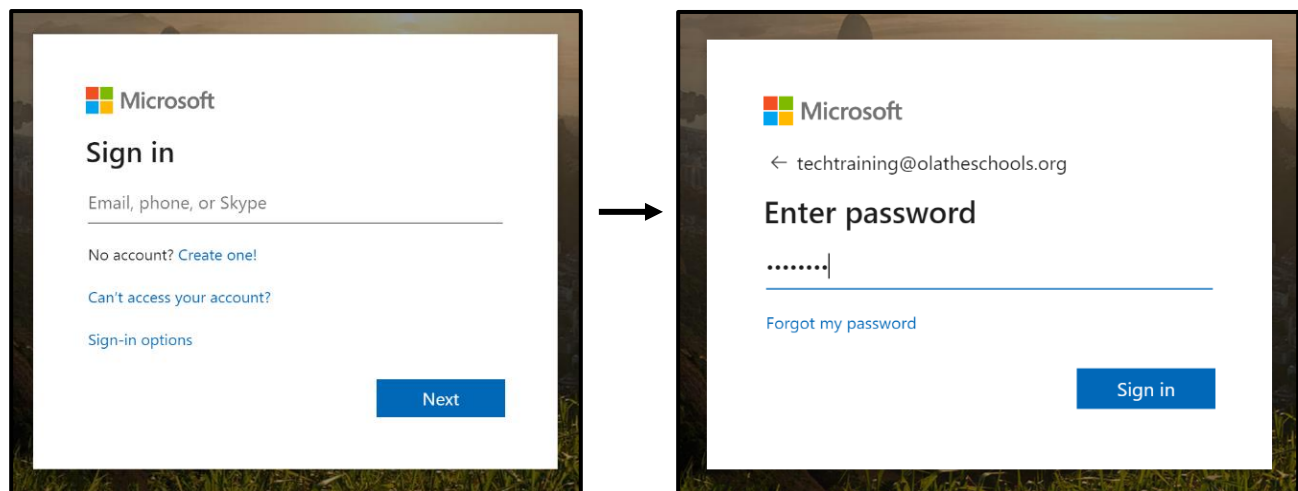
1. Open a browser window and go to www.office.com. Click **Sign in**.

2. Enter your Olathe Public Schools email address, then click **Next**. See examples below:

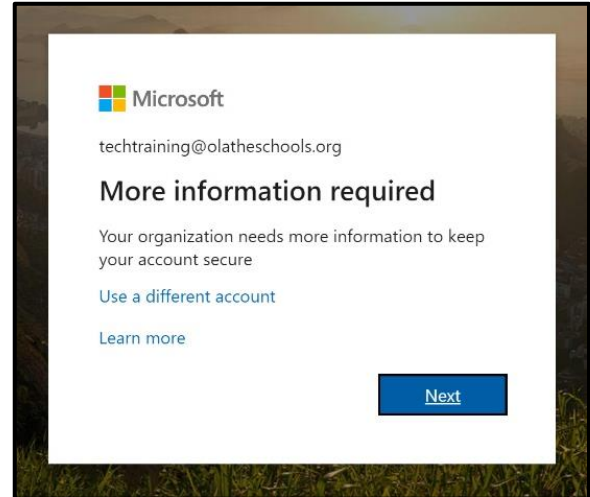   a. **Staff**: jadoe@olatheschools.org

    b. **Student**: 123abc45@stu.olatheschools.org

3. Enter your network password, click **Sign in.**

4. A dialog box will appear, requesting more information. Click **Next**.
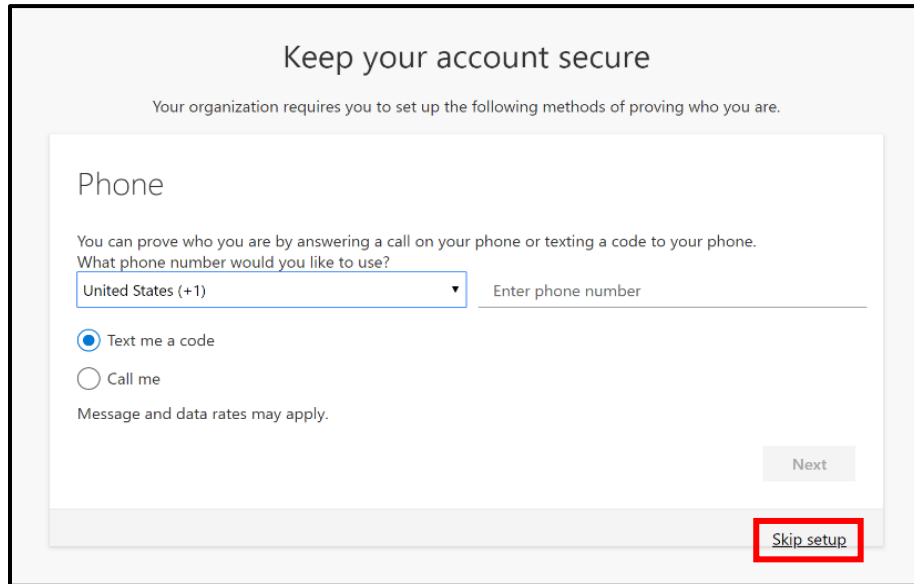

5. Enter your personal phone number *OR* select **I want to set up a different method**. From here, you may choose to enter an email address or security questions to authenticate.

   NOTE: If you have selected email, you will need to provide a personal email address not associated with Olathe Public Schools.
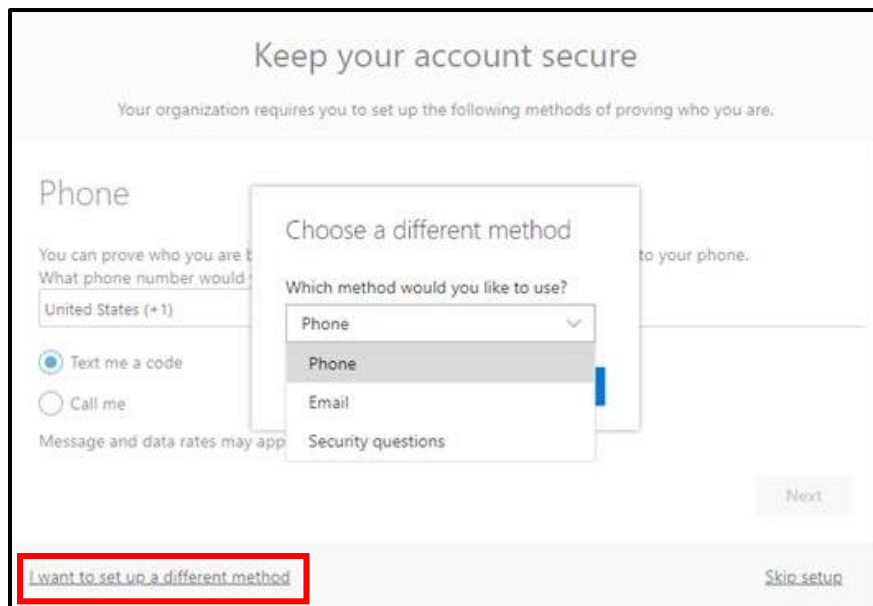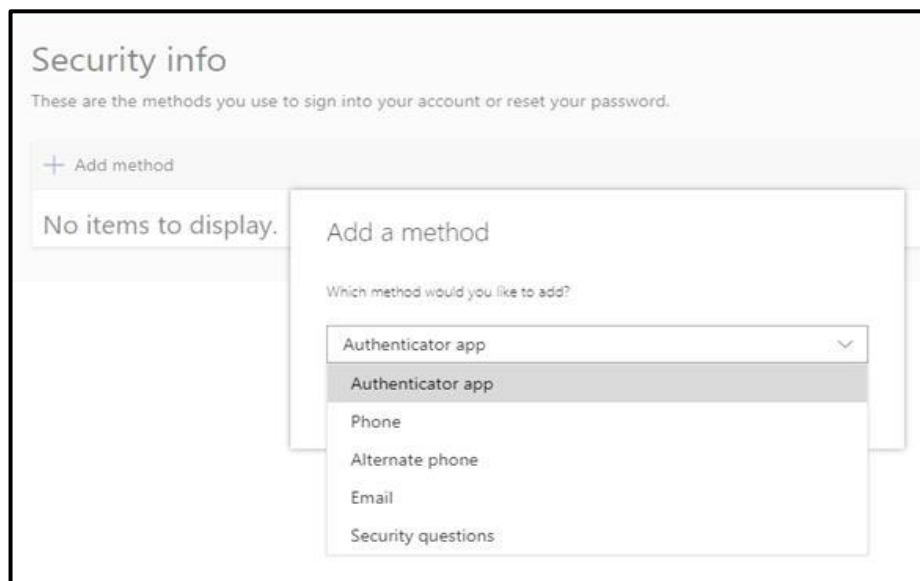
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If you do not see **I want to set up a different method** in the lower left-hand corner, and would prefer to authenticate using your email address or security questions, select **Skip Setup** or visit: https://aka.ms/ssprsetup. You will be redirected to choose another method.
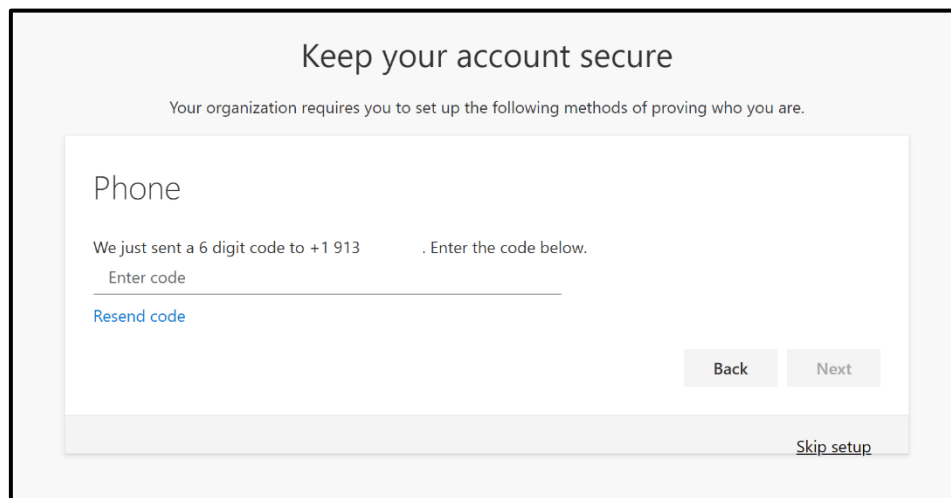
6. Enter your authentication method (phone, email, or security questions) and provide that information. Click **Next**.

7. If you selected phone or email, enter the authentication code you received. Click **Next**.


8. Your authentication method will be verified. Click **Next**, then **Done**.

We encourage users to create a complex password meeting the new password requirements. Continue to the next page if you would like to change your password at this time. These changes will sync across all connected accounts (Google, Synergy, etc.)
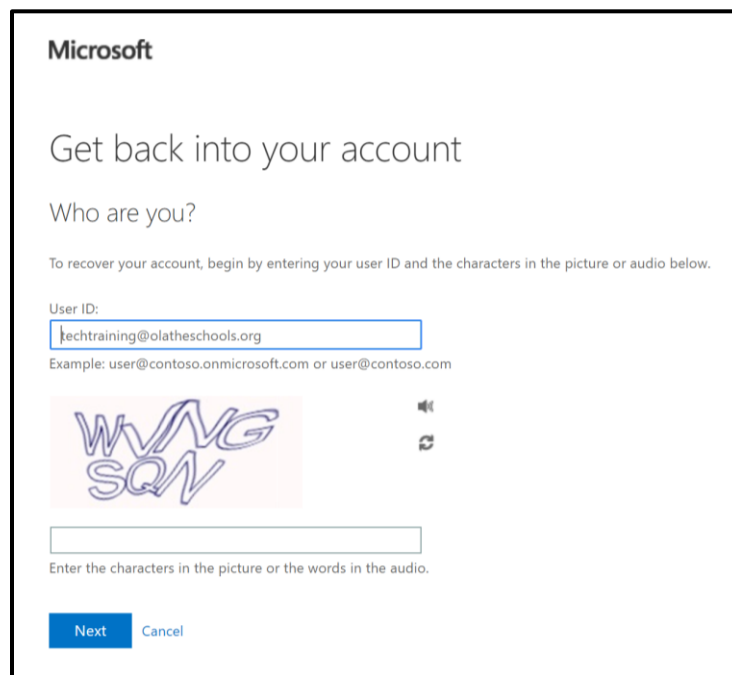
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Step Two: Reset your password using Office 365

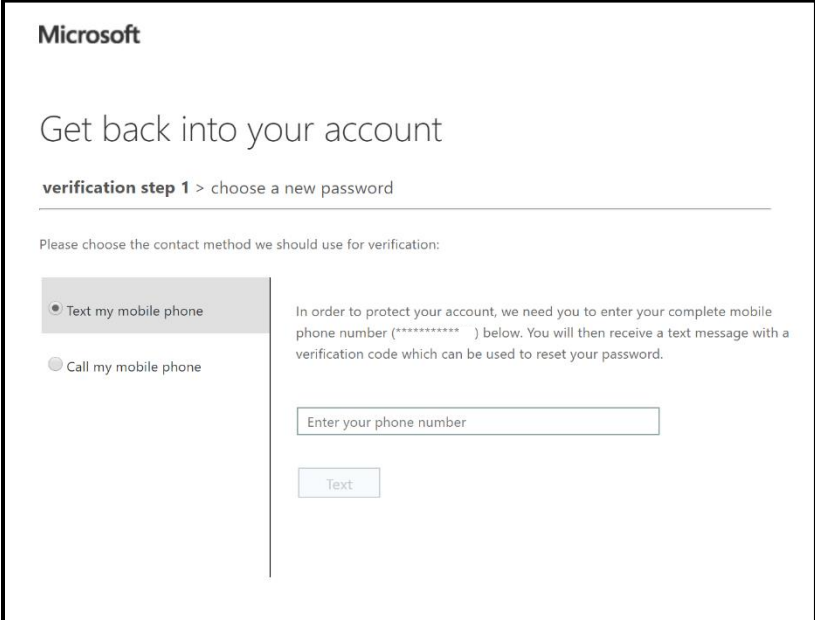1. Return to www.office.com to sign in, then select **Forgot my password**.
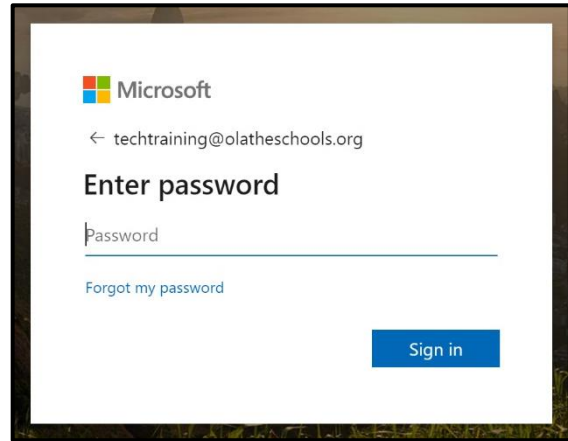
2. Confirm your email address and enter the characters displayed.

> **NOTE:** The characters displayed will be unique to *your* email address, <u>not</u> the characters pictured in this resource.

3. Enter and confirm your phone number, email address, or answer the security questions. You will only be prompted to do this when you initiate a password reset or change.

4. If you selected phone or email, enter the verification code you received.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

○ 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.

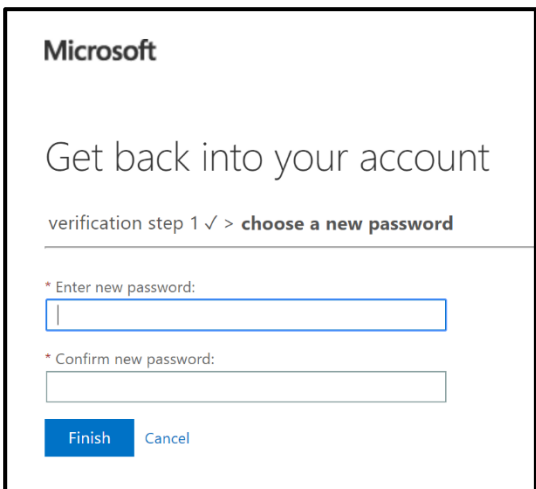Enter your phone number

Text

5. Create and confirm your new password.

   Your password must meet the following requirements:
   - At least eight characters in length
   - At least one Uppercase letter
   - At least one lowercase letter
   - At least one number
   - At least one special character (!, $, #, %, etc.)

   A few examples of complex passwords:
   - 5%Increase
   - $20Puppies
   - 1#Chicken

Microsoft

Get back into your account

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

* Enter new password:

* Confirm new password:

Finish   Cancel

6. Click **Finish**. Your password reset is complete.