

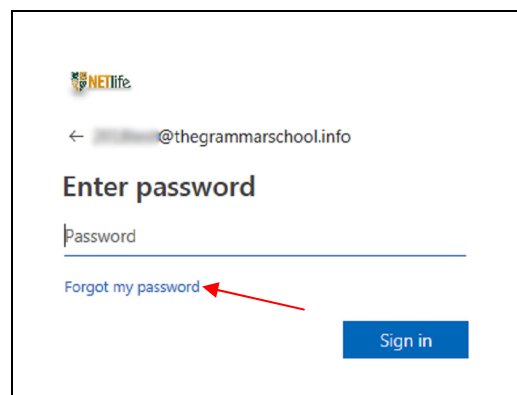
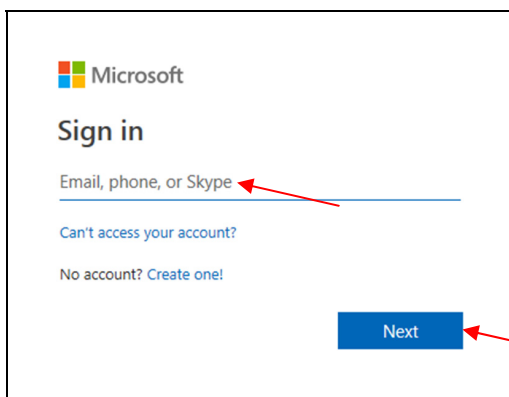
How to Reset Your Office 365 Password

Follow these steps to reset your Office 365 password in case you've forgotten it.

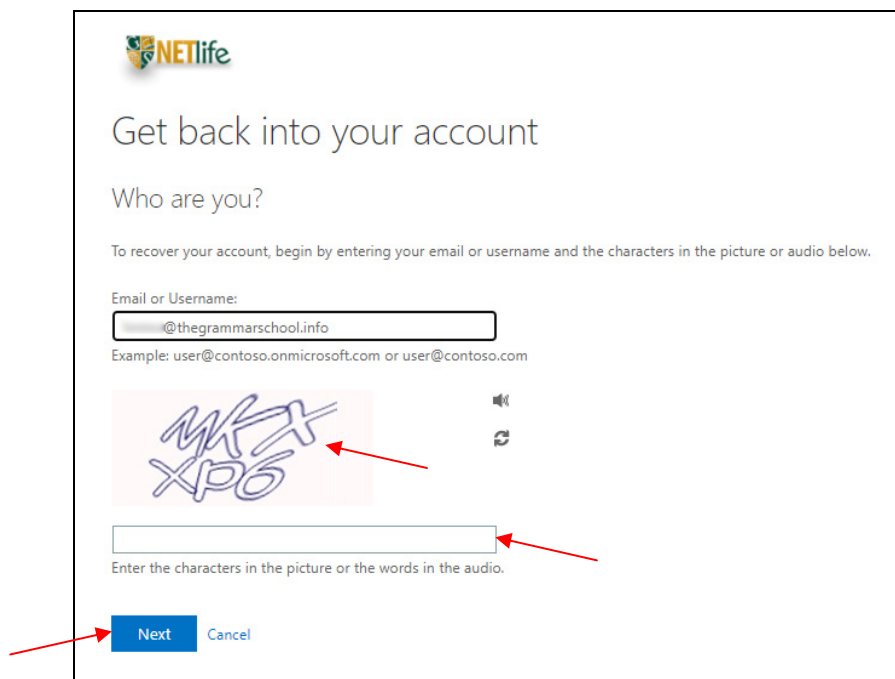
1. Open a browser and type <https://portal.office.com> in the address bar.



2. Type in your E-mail and click [Next].
(ex. *username@thegrammarschool.info*)
3. Click on [Forgot my password].



4. Type in the characters in the picture in the text box and click [Next].



5. Select the option to [Text my mobile phone], make sure the last two digits shown are actually from your mobile phone, type in the whole number of your mobile phone and click [Text].

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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 (*****61) Now. You will then receive a text message with a verification code which can be used to reset your password.

Text

6. You will receive a verification code via SMS. Type in this verification code and click [Next].

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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

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

Next [Try again](#) [Contact your administrator](#)

7. Decide on a new password following the guidelines on the right, type it in twice to confirm it and click [Finish].

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Get back into your account

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

* Enter new password:

strong

* Confirm new password:

[Finish](#) [Cancel](#)

A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username.

8. You have now reset your password! Click on [click here] to log in with your new password.

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Get back into your account

✓ Your password has been reset

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

Microsoft

Sign in

[Can't access your account?](#)

No account? [Create one!](#)

[Next](#)