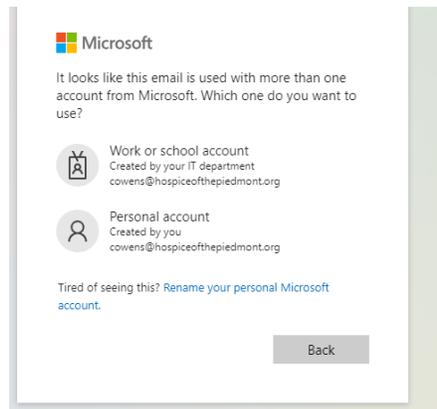


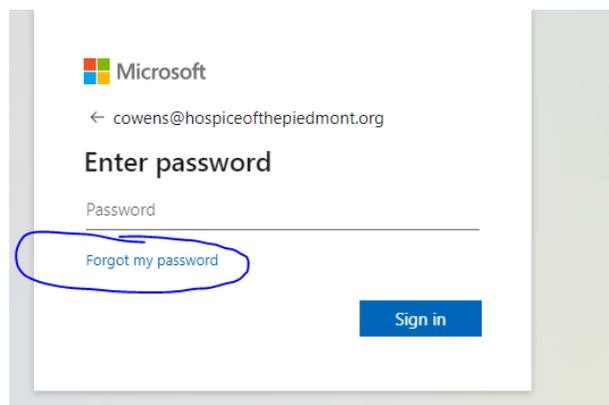
## Resetting Network Password using Microsoft 365

The option to reset your password for the network (computer sign in) and email, OneDrive, Sharepoint, etc. can now be done using the self service password reset option. Below are instructions to use this option to change your password.

1. Log into portal.office.com
2. If you are logged out you should get the following message:



3. Click on the "Work or School account" If you cannot remember your password or it is expired, click the "Forgot My Password"



4. Enter your email address which is [XXXX@hospiceofthepiedmont.org](mailto:XXXX@hospiceofthepiedmont.org) and Enter the characters in the Picture and click Next

Microsoft

Get back into your account

Who are you?

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

Email or Username: \*

Example: user@contoso.onmicrosoft.com or user@contoso.com



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

5. Choose one of the methods to receive a verification code. You may also be asked to enter a secondary method of verification. If you choose the Microsoft Authenticator app, you will need to download this app to your cell phone from the Apple or Google Playstore depending on your phone type. You can also choose to use your personal email address.

Microsoft

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:

Text my mobile phone

Call my mobile phone

Call my office phone

Enter a code from my authenticator app

What phone number would you like to use for verification?

Text me at \*\*\*\*\*@?

Text me at \*\*21

6. If you choose the Text my mobile phone, you may be asked to enter the entire number for security purposes.

Microsoft

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:

Text my mobile phone

Call my mobile phone

Call my office phone

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.

7. You will then receive a text message with a verification code in it, enter that on the following screen.

**Microsoft**

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:

- Text my mobile phone
- Call my mobile phone
- Call my office phone
- Enter a code from my authenticator app

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

Enter your verification code

Next Try again Contact your administrator

If you are unable to reset your password after retrying, please [contact Support](#) for assistance.

Cancel

8. It may prompt you to use a second verification method. If so, simply follow the instructions on the screen depending on which method you choose to use.
9. Enter a new password and Verify it. Then click Finish.

**Microsoft**

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > choose a new password

\* Enter new password:

\* Confirm new password:

Finish Cancel

10. You should get the following message.

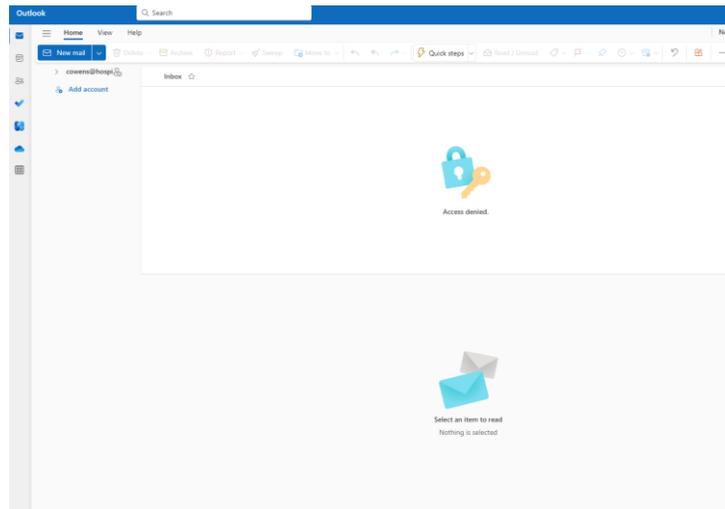
**Microsoft**

Get back into your account

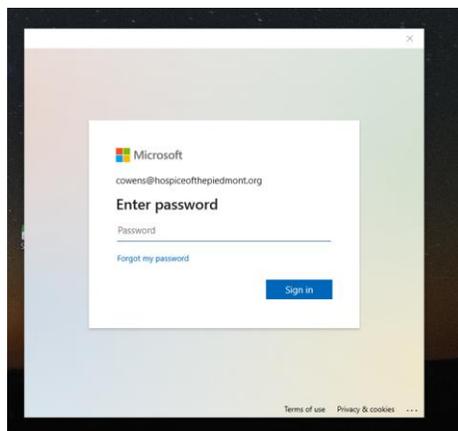
✓ Your password has been reset

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

11. Click on “To sign in with your new password, click here”
12. Click on the Work or school account and enter your new password
13. It will prompt you to choose a verification method again. Choose the method you would like to use and enter the code.
14. IT will ask you to stay signed in. You can say yes, if you want. If you choose no, you will be prompted each time you use Outlook or any office product to log in.
15. This will also change your network password (The one that you use to log into your computer. Please wait 30 minutes or until you get a notice that you need to sign in again and then logout of your computer and back on with the new password.
16. If you have Outlook open, it will show the following screen:



17. Close the Outlook application and reopen. You will be prompted to enter your new password



18. You will be prompted for a verification again.
19. Once you put in the proper verification code, Outlook will open back up as usual.

**Microsoft has begun using the Microsoft Authenticator App as another means of Multi Factor Authentication.**

**NOTE:** Microsoft has plans to stop using SMS texting for Multi factor authentication in the future. As of today, they have not released a specific date, but it could be anytime as Microsoft does not give much notice. Therefore, I would suggest that all users download the Authenticator app to their mobile devices and begin using it. Instructions for download and installation are below.

**Microsoft Authenticator (iPad/Phone Version)**

Once Microsoft requires the Authenticator App we will no longer use text messages (until then I would continue to use text as you will have to use both until the change is made)

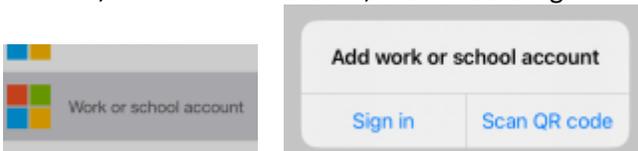


The Authenticator App will be installed on company devices automatically  
The screenshots below are from an iPad but are very similar on all devices  
It can also be downloaded by using the App Store (iPhone) or Play Store (Android)

Open the Authenticator App and Approve/Next through first few questions until you see sign in with Microsoft



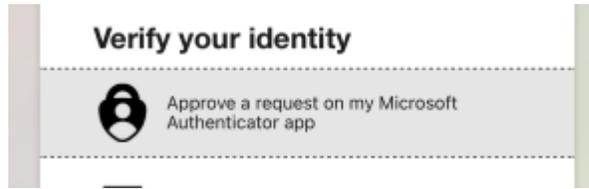
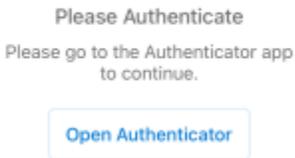
If it asks, choose work account, then choose sign in.



When logging in it uses the 365 account (same as computer/outlook) and use full @hospiceofthepiedmont.org

After you are logged in if you cannot login to outlook (Password expired) you can choose reset password (see instructions above)

It will then ask you to open the Authenticator App and then Click Verify



When the Authenticator App opens it may ask you for a code, that will be the same code/fingerprint/pattern you unlock your mobile device with

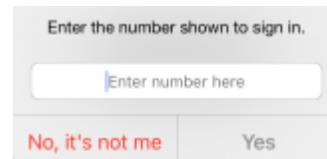
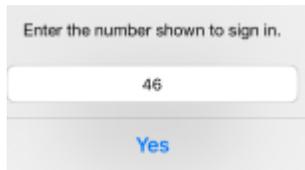
Or it may have you enter the code from Outlook into the Authenticator App if it does not detect in on the current device

### Approve sign in request

 Open your Authenticator app, and enter the number shown to sign in.

46

No numbers in your app? Make sure to upgrade to the latest version.



Enter the number provided and make sure to click Yes

You can now change your 365 Password from any device as long as you have Authenticator already logged in on a device that you have access to.