

# Password reset on Office 365

How to use the Self-service Password Reset Portal

## Introduction

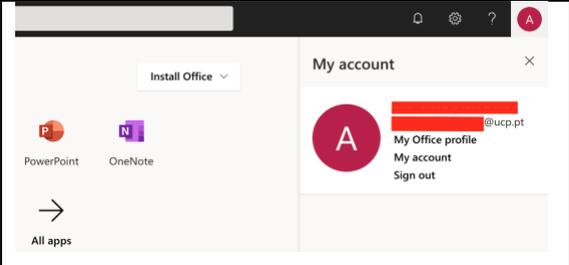
Microsoft offers a self-service password reset service for Microsoft 365. This service is available through the Self-service Password Reset Portal.

This service is useful should you forget your password. If this happens you can reset your password autonomously and immediately, in a safe way at any time, without going through the Helpdesk service.

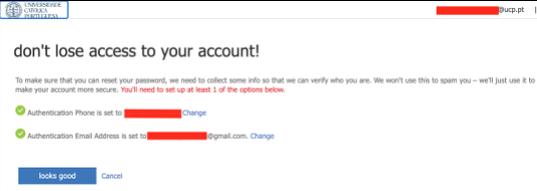
## Configuration of your account to use Self-service Password Reset

In order to use the Microsoft 365 self-service password, reset portal you must previously configure your Microsoft 365 account.

In order to do so please follow the steps bellow:

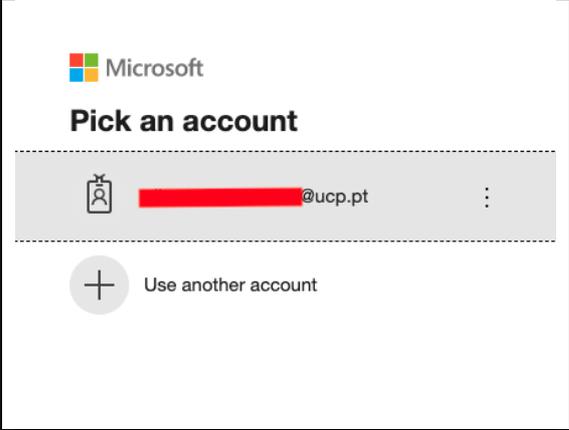
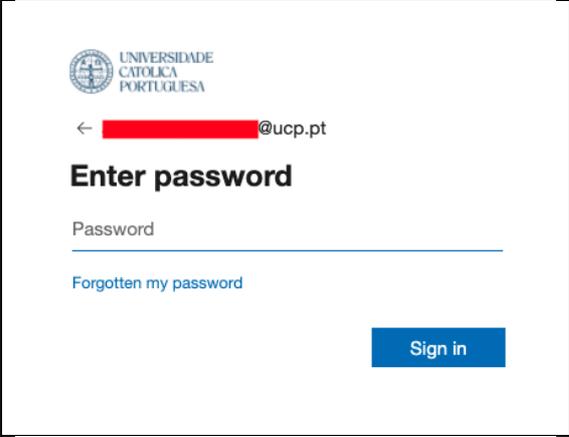
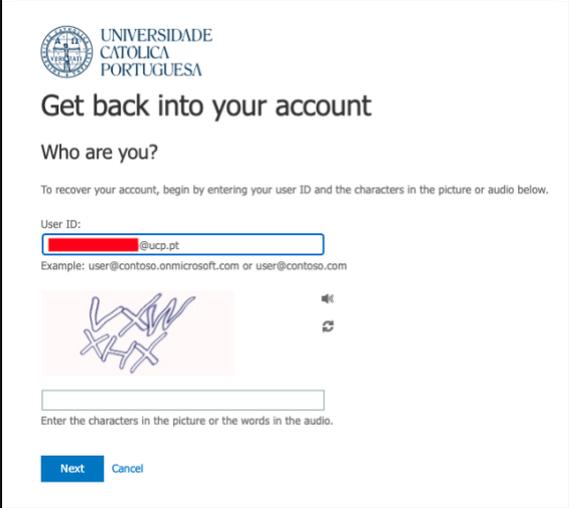
	<ul style="list-style-type: none"> <li>• Go to <a href="https://portal.office.com">https://portal.office.com</a>.</li> <li>• Click on circle on the top right corner (in the example with an “A”) and then click on “My Account”.</li> </ul>
	<ul style="list-style-type: none"> <li>• Click on “SET UP SELF-SERVICE PASSWORD RESET”</li> </ul>

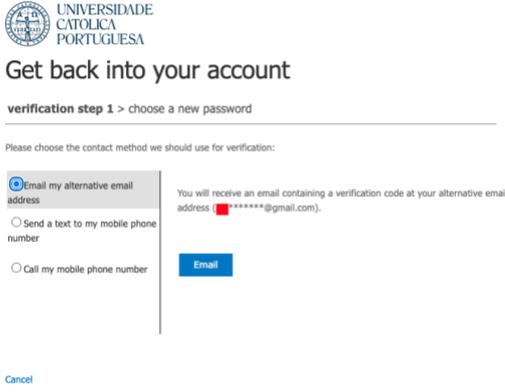
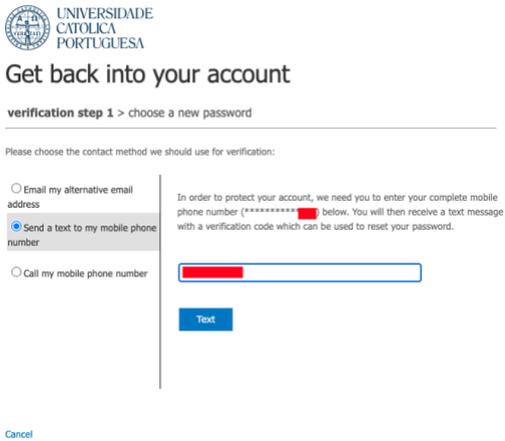
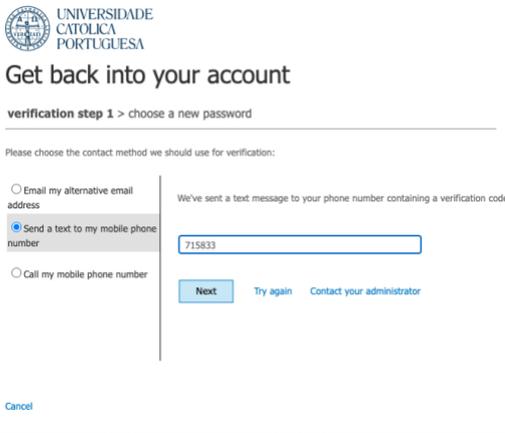
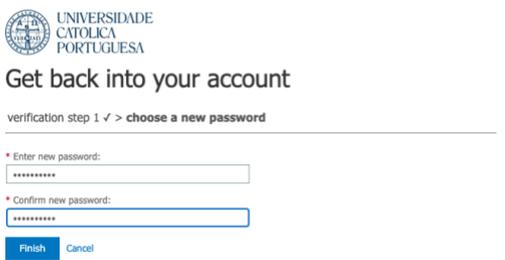
 <p>UNIVERSIDADE CATOLICA PORTUGUESA</p> <p>██████████@ucp.pt</p> <h3>Approve sign-in request</h3> <p> We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond.</p> <p>Having trouble? <a href="#">Sign in another way</a></p> <p><a href="#">More information</a></p>	<p>If your account is configured to use <b>Microsoft Authenticator</b> you may be asked to approve this access on your mobile.</p>
 <p>UNIVERSIDADE CATOLICA PORTUGUESA</p> <p>██████████@ucp.pt</p> <h3>Stay signed in?</h3> <p>Do this to reduce the number of times you are asked to sign in.</p> <p><input type="checkbox"/> Don't show this again</p> <p style="text-align: center;"> <span>No</span> <span>Yes</span> </p>	<p>You may be asked if you wish to stay signed in to reduce the number of times you are asked to sign into Microsoft 365.</p> <ul style="list-style-type: none"> <li>Click on “Yes”, unless you have some security reason not to do so.</li> </ul>
 <p>UNIVERSIDADE CATOLICA PORTUGUESA</p> <h3>confirm your current password</h3> <p><small>In order to keep your security information private, we need you to re-enter your current password on the next page.</small></p> <p><a href="#">re-enter my password</a> <a href="#">Cancel</a></p>	<p>To proceed with the configuration, you must type in your password again.</p> <ul style="list-style-type: none"> <li>Click on “re-enter my password” to do so</li> </ul>
 <p>UNIVERSIDADE CATOLICA PORTUGUESA</p> <p>██████████@ucp.pt</p> <h3>Enter password</h3> <p>..... </p> <hr/> <p><a href="#">Forgotten my password</a></p> <p><a href="#">Sign in with another account</a></p> <p style="text-align: center;"><a href="#">Sign in</a></p>	<ul style="list-style-type: none"> <li>Type in your password.</li> <li>Click on “Sign in”.</li> </ul>

 <p>UNIVERSIDADE CATOLICA PORTUGUESA</p> <p>██████████@ucp.pt</p> <h3>Approve sign-in request</h3> <p>🔒 We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond.</p> <p>Having trouble? <a href="#">Sign in another way</a></p> <p><a href="#">More information</a></p>	<p>In some cases, you may be asked to once again approve your sign in request.</p>
 <p>UNIVERSIDADE CATOLICA PORTUGUESA</p> <p>██████████@ucp.pt</p> <h3>Stay signed in?</h3> <p>Do this to reduce the number of times you are asked to sign in.</p> <p><input type="checkbox"/> Don't show this again</p> <p>No Yes</p>	<ul style="list-style-type: none"> <li>• Click on “Yes”</li> <li>• Click on “Yes”, unless you have some security reason not to do so.</li> </ul>
 <p>don't lose access to your account!</p> <p>To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We won't use this to spam you - we'll just use it to make your account more secure. You'll need to set up at least 1 of the options below.</p> <p>✔ Authentication Phone is set to ██████████. <a href="#">Change</a></p> <p>✔ Authentication Email Address is set to ██████████@gmail.com. <a href="#">Change</a></p> <p>looks good Cancel</p>	<p>If you have not previously configured at least one of the available methods to reset your password, you must do it now.</p> <p>It is recommended that you configure the two available methods:</p> <ul style="list-style-type: none"> <li>• Click on “Change” after “Authentication Phone” to type in a <b>mobile phone number</b>; and</li> <li>• Click on “Change” after “Authentication Email Address” to type in an <b>email address</b>.</li> <li>• Click on “looks good”, after configuring the mobile phone number and the authentication e-mail address.</li> </ul> <p>ATTENTION: the e-mail address you provide cannot have the ucp.pt domain (e.g., you may use a gmail account).</p> <p>Your account is now configured. You may use the Self-service Password Reset Portal.</p>

## How to use the Self-service Password Reset

Should you forget your Microsoft 365 password you must follow the steps bellow to reset it.

	<ul style="list-style-type: none"> <li>• Go to <a href="https://portal.office.com">https://portal.office.com</a>.</li> <li>• Click on the account you want to reset the password for.</li> </ul>
	<ul style="list-style-type: none"> <li>• Click on "Forgotten my password".</li> </ul>
	<ul style="list-style-type: none"> <li>• Type your User ID in the top box (the User ID is your e-mail address).</li> <li>• Type the characters you see in the image in the bottom box.</li> <li>• Click on "Next".</li> </ul>

 <p>UNIVERSIDADE CATOLICA PORTUGUESA</p> <h3>Get back into your account</h3> <p>verification step 1 &gt; choose a new password</p> <p>Please choose the contact method we should use for verification:</p> <p><input checked="" type="radio"/> Email my alternative email address  <input type="radio"/> Send a text to my mobile phone number  <input type="radio"/> Call my mobile phone number</p> <p>You will receive an email containing a verification code at your alternative email address: [redacted]@gmail.com.</p> <p>Email</p> <p>Cancel</p>	<p>Now pick the contact method you wish Microsoft to use to reset your password.</p>
 <p>UNIVERSIDADE CATOLICA PORTUGUESA</p> <h3>Get back into your account</h3> <p>verification step 1 &gt; choose a new password</p> <p>Please choose the contact method we should use for verification:</p> <p><input type="radio"/> Email my alternative email address  <input checked="" type="radio"/> Send a text to my mobile phone number  <input type="radio"/> Call my mobile phone number</p> <p>In order to protect your account, we need you to enter your complete mobile phone number (*****[redacted] below. You will then receive a text message with a verification code which can be used to reset your password.</p> <p>[redacted]</p> <p>Text</p> <p>Cancel</p>	<p>In the example on the left it was chosen to SMS option.</p> <ul style="list-style-type: none"> <li>Type in your mobile phone number. This number must be the same as the one you registered on <i>Configuration of your account to use Self-service Password Reset</i> at the top of this document. The three last digits of this number are printed after the “*”.</li> <li>Click on “Text” for Microsoft to send you a SMS with the verification code.</li> </ul>
 <p>UNIVERSIDADE CATOLICA PORTUGUESA</p> <h3>Get back into your account</h3> <p>verification step 1 &gt; choose a new password</p> <p>Please choose the contact method we should use for verification:</p> <p><input type="radio"/> Email my alternative email address  <input checked="" type="radio"/> Send a text to my mobile phone number  <input type="radio"/> Call my mobile phone number</p> <p>We've sent a text message to your phone number containing a verification code.</p> <p>715833</p> <p>Next Try again Contact your administrator</p> <p>Cancel</p>	<ul style="list-style-type: none"> <li>Type in the verification code you received on the SMS from Microsoft.</li> <li>Click on “Next”.</li> </ul> <p>Note: if you do not receive the SMS click on “Try again”. If the problems persist click on “Contact your administrator”.</p>
 <p>UNIVERSIDADE CATOLICA PORTUGUESA</p> <h3>Get back into your account</h3> <p>verification step 1 ✓ &gt; choose a new password</p> <p>* Enter new password:  <input type="password"/></p> <p>* Confirm new password:  <input type="password"/></p> <p>Finish Cancel</p>	<ul style="list-style-type: none"> <li>Type your new password in the top box and type it again in the bottom box.</li> <li>Click on “Finish”.</li> </ul>

 <p>UNIVERSIDADE CATOLICA PORTUGUESA</p> <h2>Get back into your account</h2> <p>Create a new password</p> <p>* Enter new password:  <input type="password"/></p> <p>* Confirm new password:  <input type="password"/></p> <p>This password does not meet the length, complexity, age or history requirements of your corporate password policy.</p> <p><a href="#">Next</a> <a href="#">Cancel</a></p>	<p>For security reasons Microsoft 365 requires all passwords to follow a set of rules. If your password does not respect these rules you will see an error message and you must pick a new password that follows the rules.</p>
 <p>UNIVERSIDADE CATOLICA PORTUGUESA</p> <h2>Get back into your account</h2> <p>✔ Your password has been reset</p> <p>To sign in with your new password, <a href="#">click here</a>.</p>	<p>Your password is now reset. You can enter Microsoft 365 with your new password.</p> <p>Note: do not forget to also change your password on Outlook, Teams, etc. in all your devices (computers, mobile phones, tablets, etc.). If you do not use Outlook, you must do the same on your e-mail client of choice.</p>
<p>Your ucp.pt password has been reset</p> <p>Microsoft on behalf of ucp.pt &lt;msonlineserviceteam@microsoftonline.com&gt;  to [redacted]</p> <p><b>Password reset notification</b></p> <p>The password on your account has recently been reset. If you performed this password reset, then this message is for your information only.</p> <ul style="list-style-type: none"> <li>User ID: [redacted]@ucp.pt</li> </ul> <p>If you are not sure whether you or your administrator performed this password reset, then you should contact your administrator immediately.</p> <p><b>Remember: Make sure that you update all of your devices (phones, tablets and PCs) with your new password!</b></p> <p>Yours sincerely,  jcc@ucp.pt</p> <p><small>This message was sent from an unmonitored email address. Please do not reply to this message.</small></p> 	<p>Quando voltar a consultar o seu correio electrónico terá recebido uma mensagem da Microsoft a informar que foi definida uma nova password para aceder à sua conta do Microsoft 365.</p>