

Password Reset Self Service



After registering for Office 365, Staff and Students can reset their logon password, either from a web browser, or from a SRUC workstation that's connected to the SRUC network.

Reset password from a Workstation on the SRUC network

Select "Reset Password" from the logon screen



Reset your password



To reset your password, begin by entering your work or school account.

User ID:



Reset your password

Please choose the contact method we should use for verification:

Email my alternate email
Text my mobile phone
Call my mobile phone
Answer my security questions
er*****@googlemail.com

You will receive an email containing a verification code at your alternate email address (er*****@googlemail.com).

Select from the drop-down list, depending on which options you have configured previously.

[Email my alternate email](#)

A security code will be sent to your email address

[Text my mobile phone](#)

You'll be asked to confirm your mobile number, and if it matches the number you've previously given, a security code will be texted to you.

[Call my mobile phone](#)

You'll receive an automated call and be asked to press a certain key to continue.

[Answer my security questions](#)

You'll be asked to answer 3 of your 4 given security questions.

If you complete this security stage, you'll be given the chance to reset your password.



Reset your password

Create a new password

Enter new password:

Confirm new password:

Reset password from a web browser

- Open up a web browser and navigate to www.office.com
- Type in your username and click next
- There's an option "Forgot my password"



Enter password

Password

[Forgot my password](#)

[Sign in with another account](#)

Sign in

- You need to pass a quick test to prove you are not an automated system, by typing in characters that you see on the screen. (there's an audio option as well)

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

User ID:

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



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

Next

Cancel

- The next screen then gives you the same options as before

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

Answer my security questions

You will receive an email containing a verification code at your alternate email address (er*****@gmail.com).

Email

Should you have any queries, please contact the Shared Service Desk on 0131 535 4444.