

# Password Reset Self Service

## Set or Change your Security Questions



When Staff and Students are first enrolled for Self-Service Password recovery, and next access Office 365, they will see the following page :

The pop-up will look like this:



### More information required

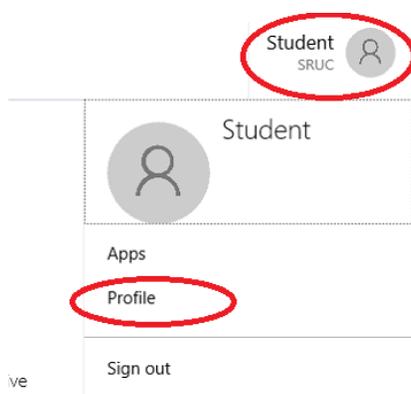
Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

Alternatively, you can register at anytime, anywhere, by using [this link](#) for direct access, or by going to <https://myapps.microsoft.com/> **Click on your User icon, Profile**, and then select the **Self Service Password Rest** option



# Password Reset Self Service

## Set or Change your Security Questions



### Registering your answers:

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. **You'll need to set up at least 1 of the options below.**

! Office phone is not configured. This information is managed by your administrator.

! Authentication Phone is not configured. [Set it up now](#)

! Authentication Email is not configured. [Set it up now](#)

! Security Questions are not configured. [Set them up now](#)

As stated, you only need to set up one of these options.

Authentication phone

Authentication email

Security Questions

If you hit cancel, you should be prompted again the next time you access Office 365.

### Verification options

#### Office Phone

Staff who have an Office phone configured can receive an automated call from Microsoft

#### Authentication Email

You can provide an external, personal email address, that Office 365 can send a code for verification.

#### Security Questions

You can provide 4 different security questions that Office 365 can quiz you on.

#### Authentication Phone

You can provide a personal or company mobile number, which Office 365 can use with an automated call, or send a text to.

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