

Members Guide to Microsoft Account Password Management

How to reset your Microsoft Password

Note this password is used for access to emails and other Microsoft features on your Cllr account.

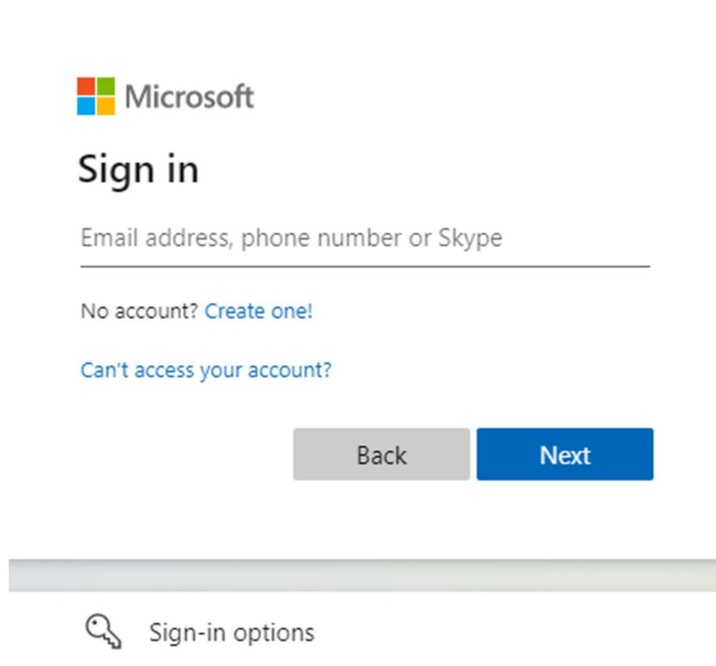
You can set your system to allow you to reset your own passwords and unlock your accounts if necessary, without the need to contact the ICT Service Desk and raising a ticket.

This involves setting up some authentication to prove you are the account owner.

Full details of how you setup your security details and how to reset your password or unlock your account follows.

Setting up Security

1. Using your browser (google, safari etc) go to: <https://aka.ms/ssprsetup>

A screenshot of the Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the text 'Sign in'. Underneath is a text input field with the placeholder text 'Email address, phone number or Skype'. Below the input field are two links: 'No account? Create one!' and 'Can't access your account?'. At the bottom of the main content area are two buttons: a grey 'Back' button and a blue 'Next' button. Below this is a horizontal bar with a key icon and the text 'Sign-in options'.

2. Enter your EFDC email address and click Next.



← student1@eppingforestdc.gov.uk

Enter password

Password

[Forgotten my password](#)

Sign in

3. Enter your password and click Sign in



student1@eppingforestdc.gov.uk

More information required

Your organisation needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

4. Click Next

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Authentication phone

Select your country or region

Method

☒ Send me a code by text message

[Next](#)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

5. Use the dropdown list and choose Authentication phone. Select United Kingdom from the dropdown list and enter your mobile phone number in the box. Click Next

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: We've sent a text message to your phone on +44 [REDACTED]

When you receive the verification code, enter it here

Cancel

Verify

6. The Microsoft system will send a text to the number entered. It will contain a verification code. Enter the code in the box and click Verify.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: We've sent a text message to your phone on +44 [REDACTED]

Verification successful!

Finished

7. The system will confirm successful verification

don't lose access to your account!

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.**

⚠ Authentication Phone is set to +44 [REDACTED] [Verify](#)

❗ Security Questions have not been configured. [Set them up now](#)

Finish

Cancel

8. The system will now ask you to verify your Authentication Phone. Click Verify

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United Kingdom (+44)



Enter your authentication phone number

text me

call me

Back

9. Re-Enter your phone number. Then click either text me or call me. The system will then either send you a text as previously described, or you can choose to get a phone call. If you choose this method answer the call and follow the instructions

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.



Authentication Phone is set to [REDACTED]

[Change](#)



Security Questions have not been configured. [Set them up now](#)

Finish

[Cancel](#)

10. Microsoft will confirm that your phone is now verified. You also need to setup 5 Security Questions. Click Set them up now to begin

don't lose access to your account!

Please select questions to answer below. **Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.**

Security question 1



Security question 2



Security question 3



Security question 4



Security question 5



save answers

Back

11. Choose 5 questions from the dropdown lists and enter your answers in the boxes. Each answer must be at least 3 characters long. If you forget your password or lock your account you will be asked to answer 3 of the questions chosen at random. Once you have chosen your question and entered your answers click save answers

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

✓ Authentication Phone is set to +44 [REDACTED] [Change](#)

✓ 5 Security Questions have been configured. [Change](#)

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

12. You have now completed the verification setup process. You can return to this screen to change either your phone number or your questions and answers.

Password setting recommendations

- ✓ Select two or three unrelated words (e.g. High, Earth, Slow)
- ✓ Add one or two digits
- ✓ Add at least one special char (e.g. £ ! & %)
- ✓ e.g. Highearthslow39%
- ✓ Set password to same for all systems for ease of remembering

How to recover your Microsoft Account

1. To recover your account, go to your browser and navigate to the following website:
<https://aka.ms/sspr>

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email address 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.

Next

Cancel

2. Enter your EFDC email address and the random characters shown in the picture

Microsoft

Get back into your account

Why are you having trouble signing in?

☒ I've forgotten my password

No worries, we'll help you to reset your password using the security info you've registered with us.

☐ I know my password, but still can't sign in

This might happen because you've tried to sign in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel

3. Microsoft asks you if you have forgotten your password or if you just want to unlock your account.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Send a text to my mobile phone number	In order to protect your account, we need you to enter your complete mobile phone number (*****24) below. You will then receive a text message with a verification code which can be used to reset your password.
<input type="radio"/> Call my mobile phone number	
<input type="radio"/> Answer my security questions	
	<input type="text" value="Enter your phone number"/>
	<input type="button" value="Text"/>

4. You can choose one of the 3 methods to verify your identity, by receiving a text or a call to your registered phone or by answering 3 of your registered security questions.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input type="radio"/> Send a text to my mobile phone number	In order to protect your account, we need you to enter your complete mobile phone number (*****24) below. You will then receive a call. Please answer it to continue.
<input checked="" type="radio"/> Call my mobile phone number	
<input type="radio"/> Answer my security questions	
	<input type="text" value="Enter your phone number"/>
	<input type="button" value="Call"/>

5. If you choose a text or a call then Microsoft will ask you to confirm the registered phone number

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- ☐ Send a text to my mobile phone number
- ☐ Call my mobile phone number
- ☒ Answer my security questions

What is your oldest sibling's middle name?

What was the name of the first school that you attended?

What were the last four digits of your childhood telephone number?

Next

[Contact your administrator](#)

6. If you choose to Answer your security questions, Microsoft will randomly choose 3 of your registered Questions

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish

[Cancel](#)

7. Once you are verified the system will invite you to enter a new password. Please enter and confirm your new password and click Finish. Your new password is effective immediately

How to unlock your Microsoft Account

If you know your password but are having trouble logging in, your account may be locked

Get back into your account

Why are you having trouble signing in?

☐ I've forgotten my password

No worries, we'll help you to reset your password using the security info you've registered with us.

☒ I know my password, but still can't sign in

This might happen because you've tried to sign in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel

1. Click the option to unlock your account and click Next

Get back into your account

verification step 1 > unlock your account

Please choose the contact method we should use for verification:

☒ Send a text to my mobile phone number

☐ Call my mobile phone number

☐ Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (*****24) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

2. You are offered the same 3 methods to verify your account. Choose your preferred option and follow the instructions

Get back into your account



Your account has been unlocked

3. Upon successful verification the system will unlock your account