



Office of Information Technology

The Office of Information Technology has enabled new security features to allow faculty and staff to reset their own passwords. The new password reset feature works in tandem with your Salve Regina Office 365 account. (This feature must be setup first, refer to – *How to Setup Automatic Password Reset*). The following directions provide the step-by-step process for resetting your password.

Password Requirements:


- **Minimum length of 8 characters**
- **Your new password must be different form your existing password.**
- **The new password cannot be the same as the four previously used passwords.**

Navigate to <https://portal.salve.edu>

Scroll to the bottom of the page and Select <https://passwordreset.microsoftonline.com> . When you are presented with the following page, input your **user ID** and enter the characters in the picture into the textbox below.



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Office 365



Get back into your account

Who are you?

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.

If you set up more than one option, you will need to choose the method you want to use to receive your verification code to reset your password.

Verification Option: **E-mail my alternate e-mail.**



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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 (dl*****@gmail.com).

Email


Cancel

Check your alternate inbox for an e-mail from Microsoft (if you cannot find the e-mail, check your spam folder) - Salve Regina University account e-mail verification code and enter the code into the text box and choose **Next**.



Office of Information Technology



 **Office 365**

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

We've sent an email message containing a verification code to your inbox.

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[Next](#) [Try again](#) [Contact your administrator](#)

Enter a new password (refer to password requirements above) and select **Finish**. You have three other options to reset your password: text, phone call, or security questions.



 **Office 365**

Get back into your account

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

* Enter new password:

|

* Confirm new password:

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



Office of Information Technology

Verification Option: **Text my mobile phone.**

Enter the verification code texted to your cell phone and select **Next**.

A screenshot of the Office 365 verification interface. At the top left is the Salve Regina University logo. To its right is the Office 365 logo. Below the logos is the heading 'Get back into your account'. Underneath that is 'verification step 1 > choose a new password'. A horizontal line separates this from the main content. The text 'Please choose the contact method we should use for verification:' is displayed. On the left, there are four radio button options: 'Email my alternate email', 'Text my mobile phone' (which is selected and highlighted with a grey background), 'Call my mobile phone', and 'Answer my security questions'. On the right, the text 'We've sent you a text message containing a verification code to your phone.' is shown above a text input field with the placeholder 'Enter your verification code'. Below the input field is a 'Next' button.

Office of Information Technology

Enter a new password (refer to password requirements above) and select **Finish**.



Office 365

Get back into your account

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

* Enter new password:

* Confirm new password:

Finish

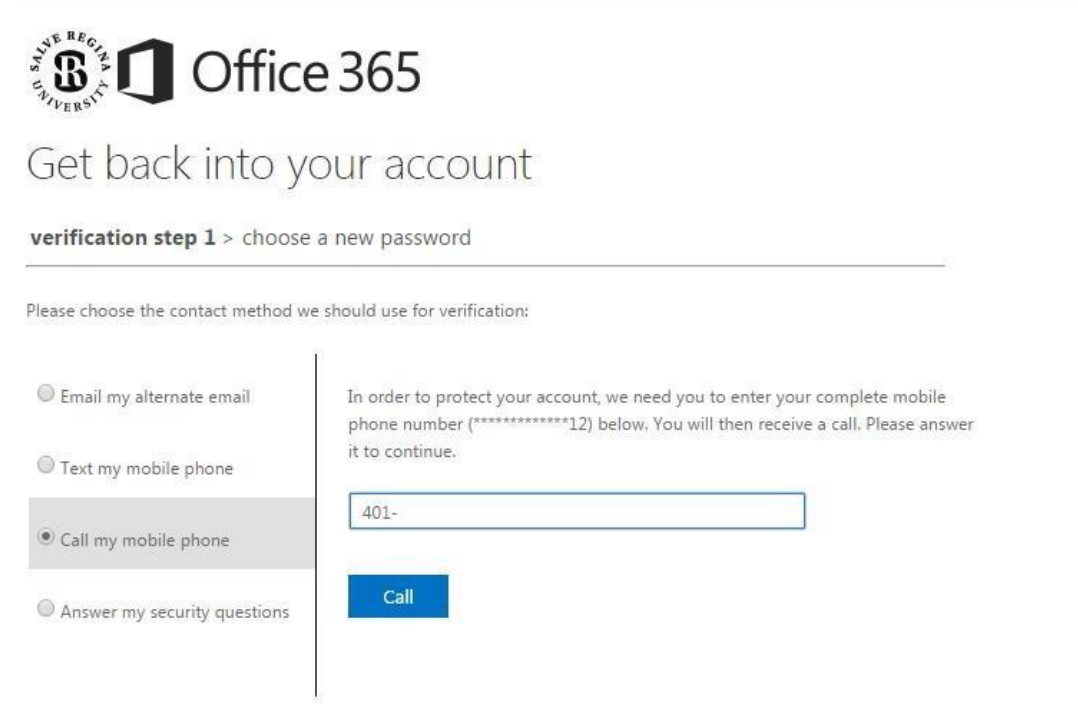
Cancel



Office of Information Technology

Verification Option: **Call my mobile phone**

Select Call, then answer your mobile phone when it rings and follow the prompts.

A screenshot of the Office 365 verification interface. At the top left is the Salve Regina University logo. To its right is the Office 365 logo. Below the logos is the heading 'Get back into your account'. Underneath is a progress indicator 'verification step 1 > choose a new password'. A horizontal line separates this from the main content. The main content starts with the instruction 'Please choose the contact method we should use for verification:'. On the left, there is a vertical list of four radio button options: 'Email my alternate email', 'Text my mobile phone', 'Call my mobile phone' (which is selected and highlighted with a grey background), and 'Answer my security questions'. To the right of this list, there is a text box containing the instruction: 'In order to protect your account, we need you to enter your complete mobile phone number (*****12) below. You will then receive a call. Please answer it to continue.' Below this text is a text input field with '401-' entered. At the bottom right of the input field is a blue button labeled 'Call'.

Enter a new password ([refer to password requirements above](#)) and select **Finish**.



Office 365

Get back into your account

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

* Enter new password:

* Confirm new password:

Finish

Cancel

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Verification Option: **Answer my security questions.**

You must correctly answer the 3 questions and select **Next**.



Office 365

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

What is the ?

What was the ?

What were the ?

Next

Contact your administrator



Enter a new password (refer to password requirements above) and select **Finish**.

A screenshot of the Office 365 password reset interface. At the top left is the Salve Regina University logo. To its right is the Office 365 logo. Below the logos is the heading "Get back into your account". Underneath is the progress indicator "verification step 1 ✓ > choose a new password". There are two input fields: the first is labeled "* Enter new password:" and the second is labeled "* Confirm new password:". At the bottom left are two buttons: "Finish" (highlighted in blue) and "Cancel".

SAIVE REGINA UNIVERSITY

Office 365

Get back into your account

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

* Enter new password:

* Confirm new password:

Finish Cancel