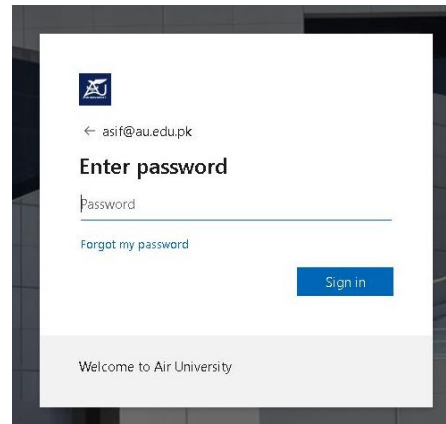
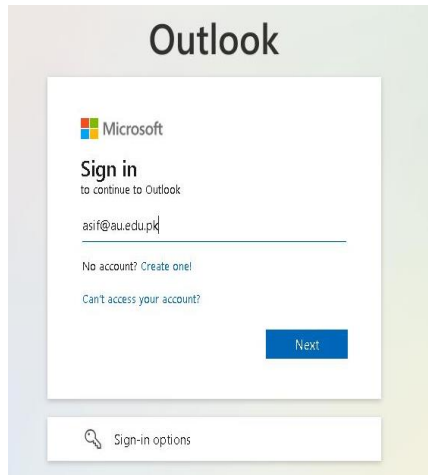




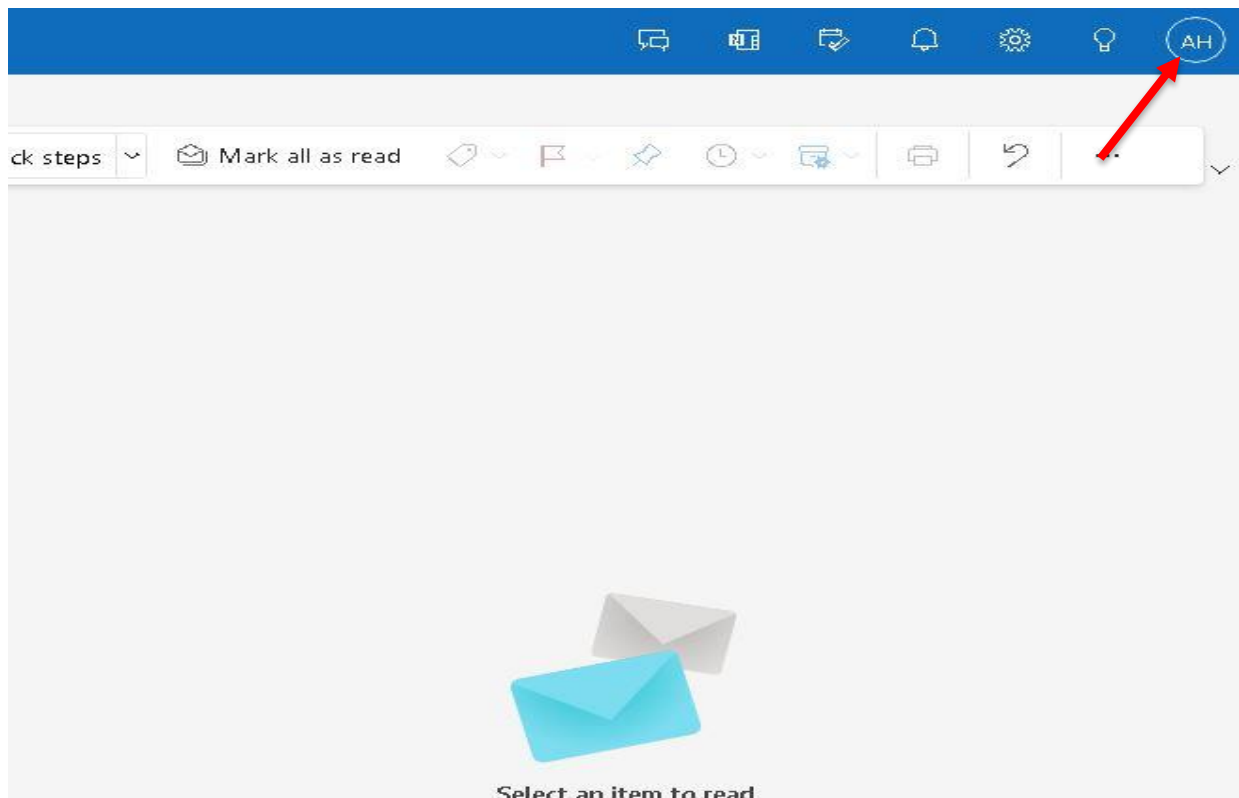
# How to change your Microsoft 365 Password

- a) How to change your Microsoft365 Account Password
- b) How to Change your forgotten Microsoft 365 Account password

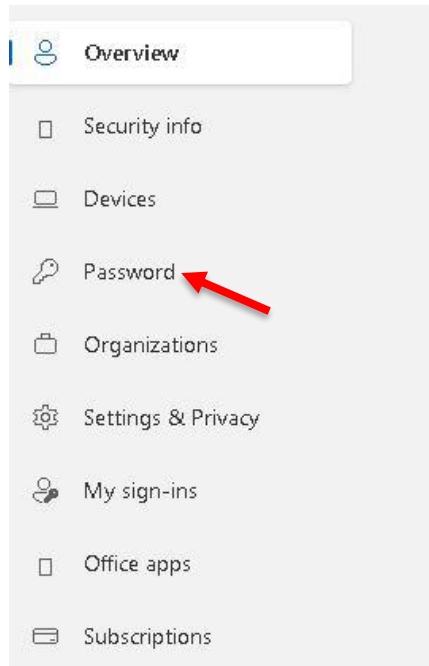
1. Sign-in your Microsoft365 account by visiting (<https://outlook.office.com>),
2. Enter your username and password, then click "Sign



3. Click the **person/profile icon** on "right top" then click **View account**.



4. In the left column, click **Password**



5. Complete the required information to change your password. Click the  
6. Submit button to finish.

## change password

**User ID**  
jlane@vnc.qld.edu.au

**Old password**

**Create new password**

**Confirm new password**

New password recommendations:

**Choose 2 words and 2-4 numbers, e.g.**

- 10House@21
- SummerSurf@17
- 2024@Cricket

**Avoid these common password pitfalls:**

- Password
- Own Name
- abc123
- qwertyuiop (and other keypress patterns)

Please allow up to 3 minutes for this new password to update all your services.

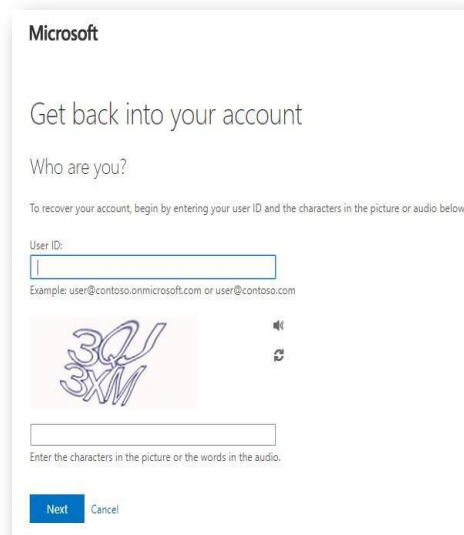
## c) How to Change your forgotten Microsoft 365 Account password

Use the following steps to access Azure AD Self-Service Password Reset (SSPR) and get back into your account.

1. From any Office 365 **Sign-in** page, select the **Forgotten my password** link or got directly to the [Password reset page](#)



1. Enter your University **User ID**  
(e.g. abc@**au.edu.pk**)  
Prove you are not a robot by entering the characters you see on the screen, and  
then select **Next**.



2. Choose an authentication method, provide the correct responses, and then select **Next**.



## Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*39) 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

Cancel

On the **Choose a new password** page, enter a new password, confirm your password, and then select **Finish**



## Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

Password strength

\* Confirm new password:

Finish

Cancel

A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username.

1. When you see the message, **Your password has been reset**, you can sign in with your new password



## Get back into your account



Your password has been reset

To sign in with your new password, [click here](#).