



# Microsoft Password Re-set

Office 365 is allowing us to reset our own passwords in a simple to use application.

If you:

- forgot your password,
- have been locked out of your account,
- or want to change your password, we can help.

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Sign-in page to [Register](#) your Account

- [Reset or Unlock](#) your Account
- If you'd like to change your password, select [Change my password](#)

## User Registration

1. Access the [Password Reset](#) link on the County website [www.grey.ca](http://www.grey.ca) at the bottom of the homepage
  2. Begin with [Click here to Register your Account](#) > Select your **email address**
    - (Select *Work or school account* if required)
  3. Enter your 15-character **Computer Password** > Select **Sign in**
  4. Stay signed in? **Click No**
- 

## Don't Lose Access to your Account!

**Set up at least 1 of the options below.** You may choose all 3; you can use the **back** button at any time to return to this list.

**You will use this process to Reset your Password if you forget it or lock yourself out of your computer.**

- ! 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](#)

### Phone

1. Select **Canada** from the dropdown list
2. Enter your **phone number**
3. Select **text me** or **call me**

### Email

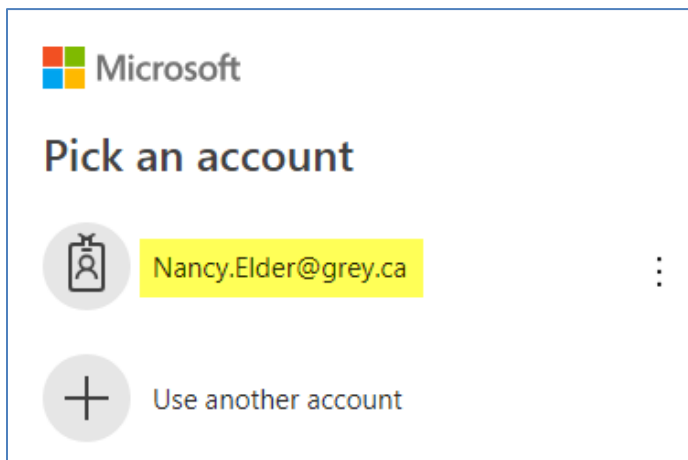
1. Enter a personal **email address** (**don't use a work email address because you won't have access to it if you forget your password**)
2. Select **email me**

### Security Questions

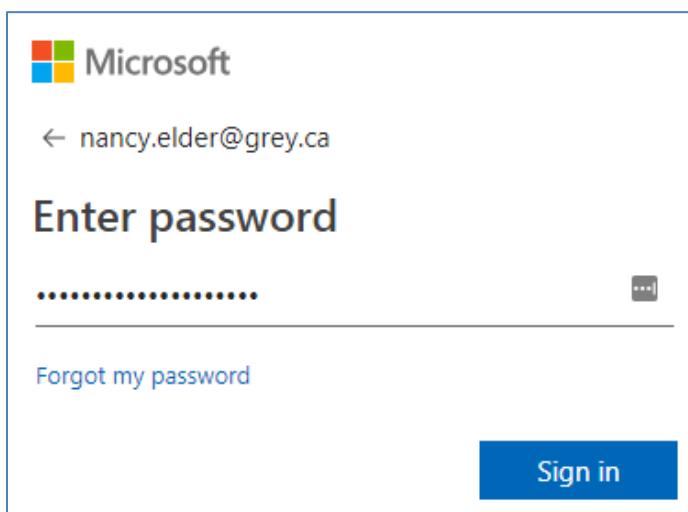
1. Select a Security question from each dropdown list
2. Enter an answer for each question (*must be at least 3 characters long*)
3. Select **save answers**

# Screenshots to Register your Account

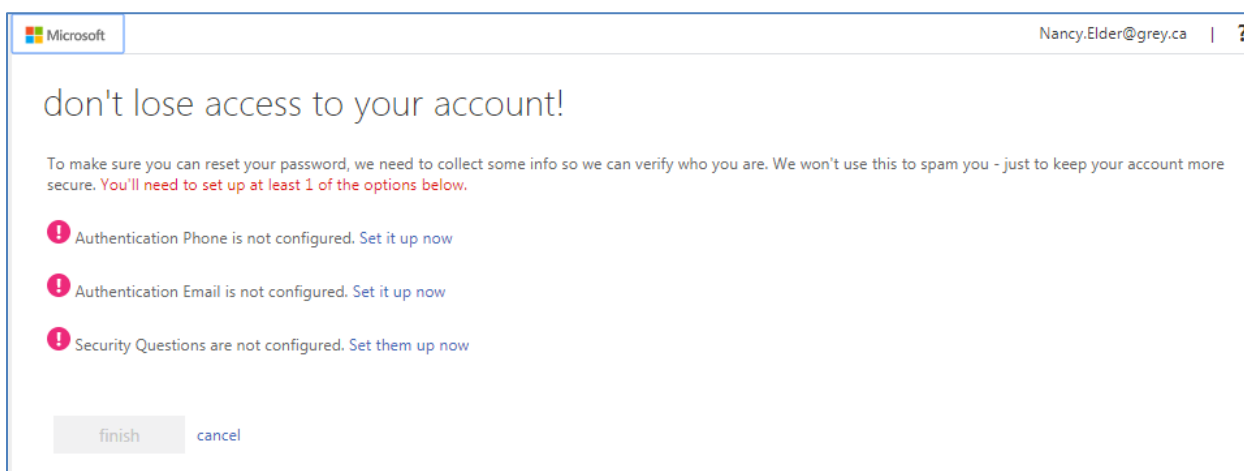
## 1. Create Account



## 2. Enter your 15-character Computer Password & click Sign in



## 3. Don't lose access to your account!



4. Phone Option:

Please verify your authentication phone number below.

Authentication phone

Canada (+1)

5193725555

text me

call me

back

5. Email Option: (don't use work email address)

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

nancy.elder@grey.ca

email me

back

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

nancy.elder@grey.ca

email me

Don't use your work or school email address, because you won't have access to it if you forget your password.

back

## 6. Security Questions Option

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

**Security question 1**

In what city was your first job? ▼

Enter City Name ✓

**Security question 2**

What is your favorite food? ▼

Enter favorite food ✓

**Security question 3**

What was the name of your first pet? ▼

Enter the name of your pet ✓

save answers

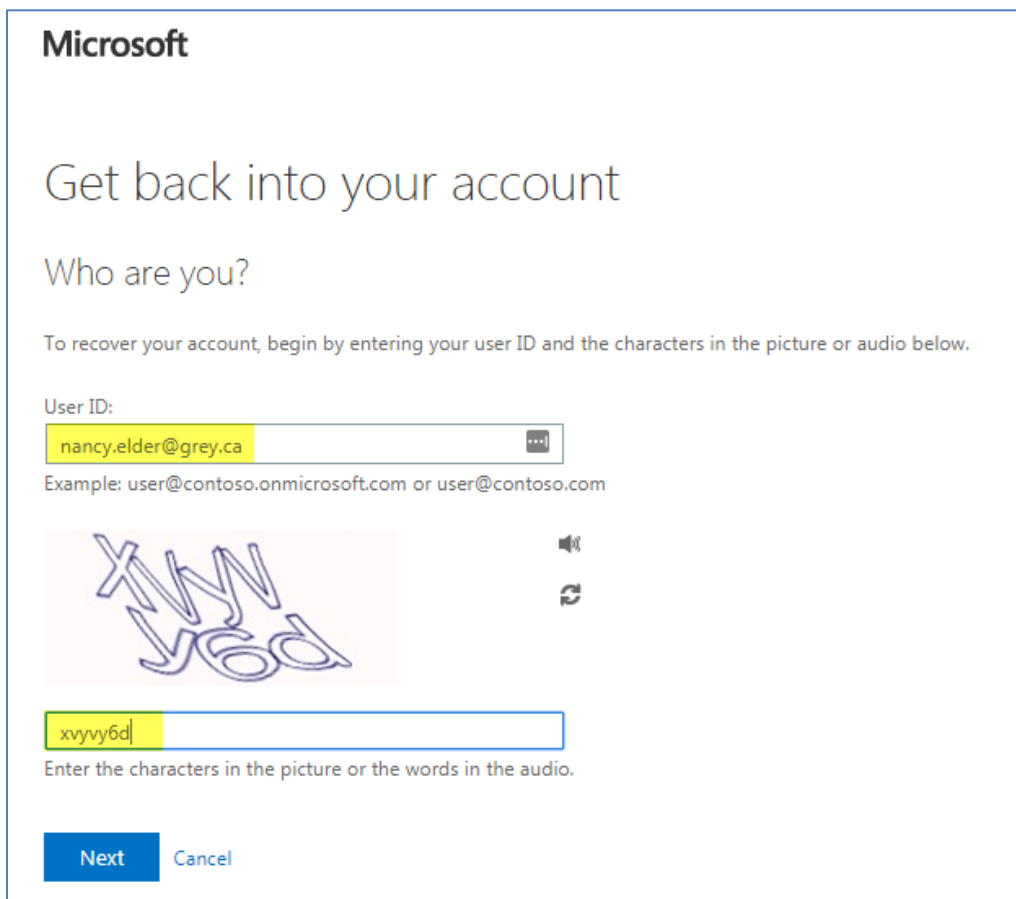
back

# Reset your Password / Unlock your Account

## Get back into your account

### Who are you?

1. Access the [Password Reset](#) link on the County website [www.grey.ca](http://www.grey.ca) at the bottom of the homepage on your **Computer**, **Tablet** or **Phone**
2. Insert your email address and characters
3. Click **Next**



**Microsoft**


## 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



xvvy6d

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

**Next** Cancel

4. Choose the desired option to create a new password:
  - Phone
  - Email
  - Security Questions
5. Follow the instructions

## Change your Password

### To change your Password:

1. Access the [Change your Password](#) link on the County website [www.grey.ca](http://www.grey.ca) at the bottom of the homepage on your **Computer, Tablet** or **Phone**
2. Select **Click here to Change your Password**
3. Select your **email account**
4. Enter your 15-character **Password > Sign in**
  - **Stay signed in?** Select **No**
5. Insert your **Old password**
6. **Create new password**
7. **Confirm new password**
8. Click **Submit**