

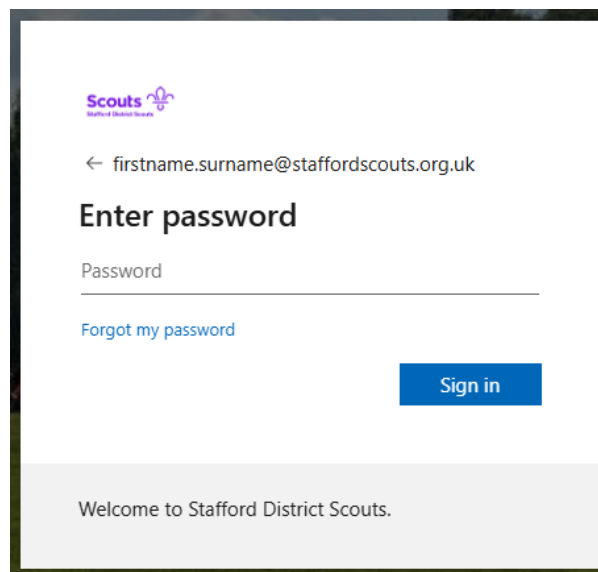
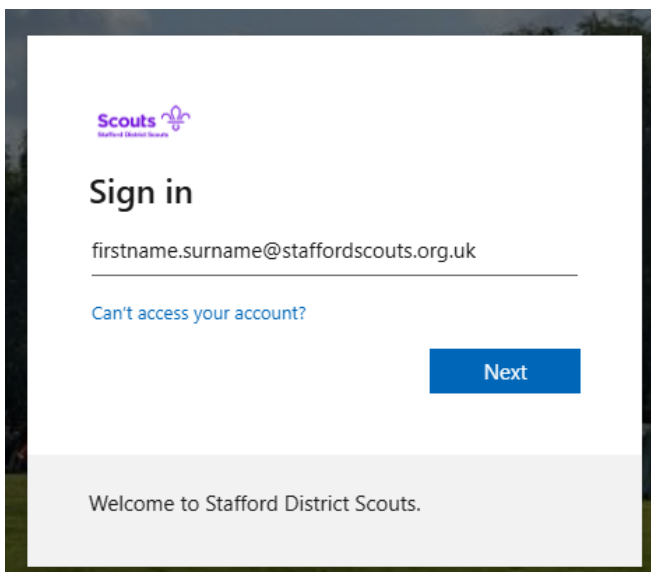
How to guide: MS365, Resetting your password...

If you have forgotten your password or can't log in, you can reset your password and recover your account with a few simple steps...

If you have any further problems logging in or otherwise require any support, please contact the IT administrator: admin@staffordscouts.org.uk

1. Use your District login details provided and press next. Then press 'forgot my password'

Your username will be your: `firstname.lastname@staffordscouts.org.uk`



2. You will be prompted to enter the characters from the graphic...



Get back into your account

Who are you?

To recover your account, begin by entering your email 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](#)

3. Then, receive a recovery email or text....



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

In order to protect your account, we need you to enter your complete mobile phone number (*****20) 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

4. Enter your phone number or send an email to your recovery account.

5. Enter the code.

6. Select a new password



Get back into your account

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

* Enter new password:

Password strength

* Confirm new password:

Finish

Cancel



Get back into your account

✓ Your password has been reset

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

7. Press to log in using your new password!