

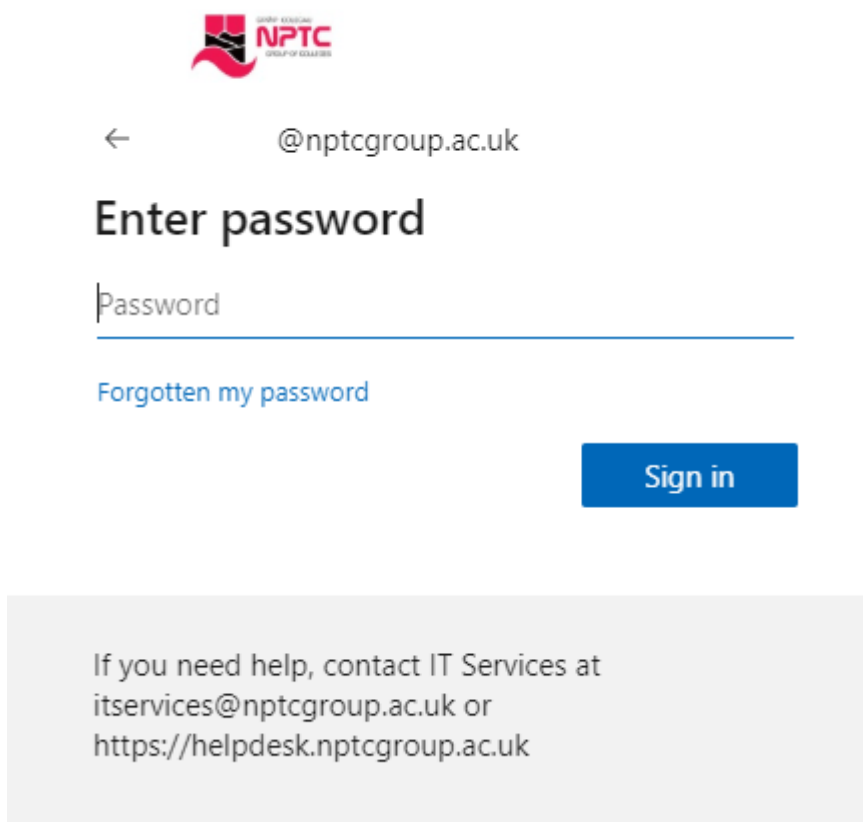
How to reset or unlock your password on Office 365


If you can't access your Office 365 account (<https://portal.office365.com>), it could be because either:

- Your password isn't working and you want to reset it, or
- You know your password, but your account is locked out and you need to unlock it.

To reset your password and get back into your account

1. In the **Enter password** screen, select **Forgot my password**.



 NPTC
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← @nptcgroup.ac.uk

Enter password

Password

[Forgotten my password](#)

Sign in

If you need help, contact IT Services at
itservices@nptcgroup.ac.uk or
<https://helpdesk.nptcgroup.ac.uk>

2. In the **Get back into your account** screen, type your work or school **User ID** (for example, your email address), prove you aren't a robot by entering the characters you see on the screen, and then select **Next**.



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.

Next

Cancel

3. Choose one of the following methods to verify your identity and change your password.



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternative email address

Send a text to my mobile phone number

Call my mobile phone number

You will receive an email containing a verification code at your alternative email address (ga*****@nptcgroup.ac.uk).

Email

[Cancel](#)

Note

If the college doesn't have a record of your mobile or personal e-mail address these options will be unavailable.

Additionally, your new password will need to meet certain strength requirements. Strong passwords typically have 8 to 16 characters, including upper and lowercase characters, at least one number, and at least one special character.

- **Reset your password using an email address.** Sends an email to your personal email address you have given during enrolment.
 1. Select **Email my alternate email**, and then select **Email**.
 2. Type the verification code from the email into the box, and then select **Next**.
 3. Type and confirm your new password, and then select **Finish**.
- **Reset your password using a text message.** Sends a text message to the phone number you have given during enrolment.
 1. Select **Text my mobile phone**, type your phone number, and then select **Text**.
 2. Type the verification code from the text message into the box, and then select **Next**.
 3. Type and confirm your new password, and then select **Finish**.
- **Reset your password using a phone number.** Calls the phone number you have given during enrolment.

1. Select **Call my mobile phone**, type your phone number, and then select **Call**.
2. Answer the phone call and follow the instructions to verify your identity, and then select **Next**.
3. Type and confirm your new password, and then select **Finish**.

After resetting your password, you might get a confirmation email that comes from an account like, "Microsoft on behalf of NPTC Group." If you get a similar email, but you didn't recently reset your password, you must contact itservices@nptcgroup.ac.uk .

How to change your password

If you just want to change your password, you can do it through the Office 365 portal, the My Apps portal, or the Windows 10 sign-in page.

To change your password using the Office 365 portal

Use this method if you typically access your apps through the Office portal:

1. Sign in to your [Office 365 account](#), using your existing password.
2. Select your profile on the upper-right side, and then select **View account**.
3. Select **Security & privacy > Password**.
4. Type your old password, create and confirm your new password, and then select **Submit**.

To change your password from the My Apps portal

Use this method if you typically access your apps from the My Apps portal:

1. Sign in to the [My Apps portal](#), using your existing password.
2. Select your profile on the upper-right side, and then select **Profile**.
3. Select **Change password**.
4. Type your old password, create and confirm your new password, and then select **Submit**.