Password Reset or Account unlock - Instructions

This user guide explains

1) **How to change existing password**
2) **How to reset password if you have forgotten or your account is locked**

Please remember if you are unable to login to your Co-Op laptop or don't remember the password and are Working remotely, you must be connected to Co-Op network for the password changes to synchronise, so that you can login to Co-Op device with new set password

1) **How to change existing password**

- Access **https://myapplications.microsoft.com** portal via browser and if you're not already signed in, sign in with your Co-op email address
- From top right of the screen, select drop down menu from name and choose "**View account**"
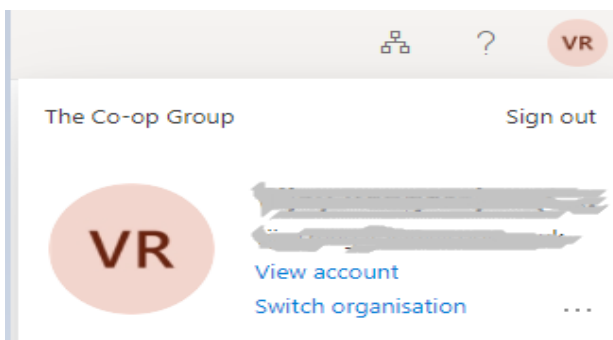
- Select **Password** from left side menu**,** then **change Password** screen appears
- On the Change your password page, enter your current password and then enter your new password


- Select **Submit**

2) **Reset Password - If you have Forgotten or Account is locked**

If the password you have typed is incorrect, you'll see a message that says "**Your account or password is incorrect. If you don't remember your password, reset it now**". We recommend following the steps below to resolve your password issues

Access **https://myapplications.microsoft.com** portal via browser from your mobile, laptop or tablet when connected to the internet (you can use a personal device if you wish).

Step 1: Sign in with your Co-op email address and click **Forgotten my password**
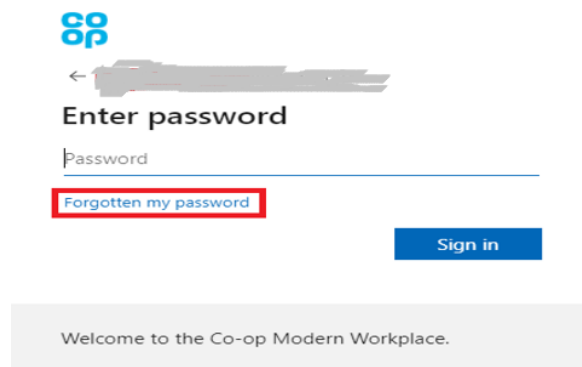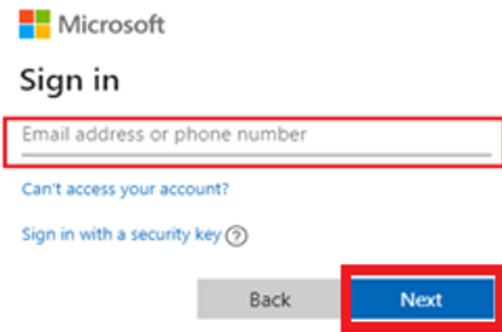
Step 2: Below screen appears, with user name populated in user id field. Enter the characters (you can also change characters by clicking) in the empty text box, click **Next**
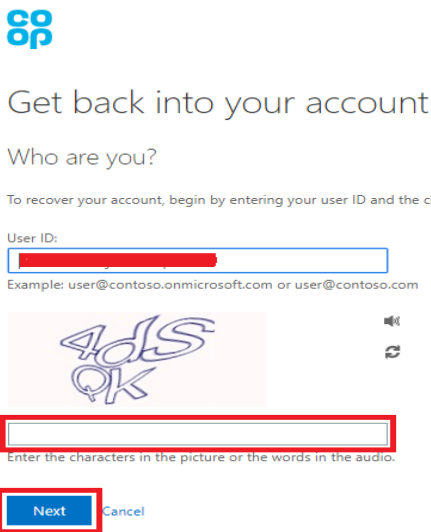
Step 3: You will be presented with 3 options to choose how you would like us to contat you for verification - **Email, Text to Mobile phone number or Call.** To verify select one option to send the verification code

Step 4: Enter code you received of any of the above chose option and select Next. Set new password and confirm again, click Finish
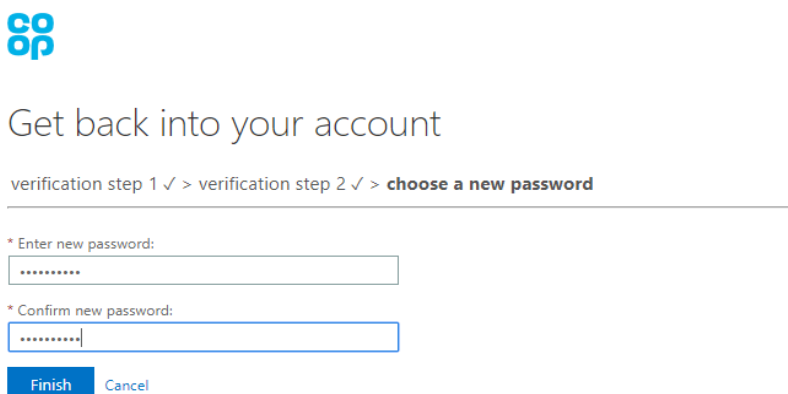
[Co-Op password policy](#)

Your Co-op password must:

- Be at least 8 characters long
- Contain all the following character types
- Upper case letters
- Lower case letters
- Numbers
- (Sometimes) Special characters (like @?!)

NOT:

- have duplicating values (e.g. 99 or aa);
- use easy to guess sequences (e.g. abc123)
- be one of the last 14 passwords you've used

Please contact the IT Service Desk on (0330 606 1844) if you are unable to re-set your password or unlock the account