Password Reset or Account unlock - Instructions

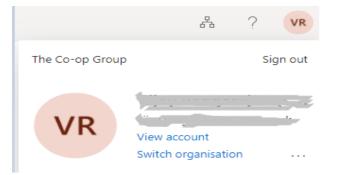
This user guide explains

- 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 <u>Working remotely</u>, 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 <u>https://myapplications.microsoft.com</u> 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

User ID		
	-	
Old password		
Create new password		
Confirm new password		
Submit	Cancel	

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 <u>https://myapplications.microsoft.com</u> 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

Microsoft Sign in	68	
	← 1 ⁻	
Email address or phone number	Enter password	
Continue 10	Password	
Can't access your account?	Forgotten my password	
Sign in with a security key 🕥	Sign in	
Back		
	Welcome to the Co-op Modern Workplace.	

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	
Sp	
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	
ALLS 2 ALL ALL	
Enter the characters in the picture or the words in the audio.	
Next Cancel	

<u>Step 3</u>: You will be presented with 3 options to choose how you would like us to contat you for verification - <u>Email</u>, <u>Text to</u> <u>Mobile phone number</u> or <u>Call</u>. To verify select one option to send the verification code

<u>Step 4</u>: Enter code you received of any of the above chose option and select Next. Set new password and confirm again, click Finish

ဂို	Co-Op password policy
Get back into your account	 Your Co-op password must: Be at least 8 characters long Contain all the following character types
verification step 1 ✓ > verification step 2 ✓ > choose a new password * Enter new password:	 Upper case letters Lower case letters Numbers (Sometimes) Special characters (like @?!)
* Confirm new password:	NOT:
Finish Cancel	 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