

How to get into your Office 365 Account if you have forgotten your password (Account Recovery)

What is Account Recovery?

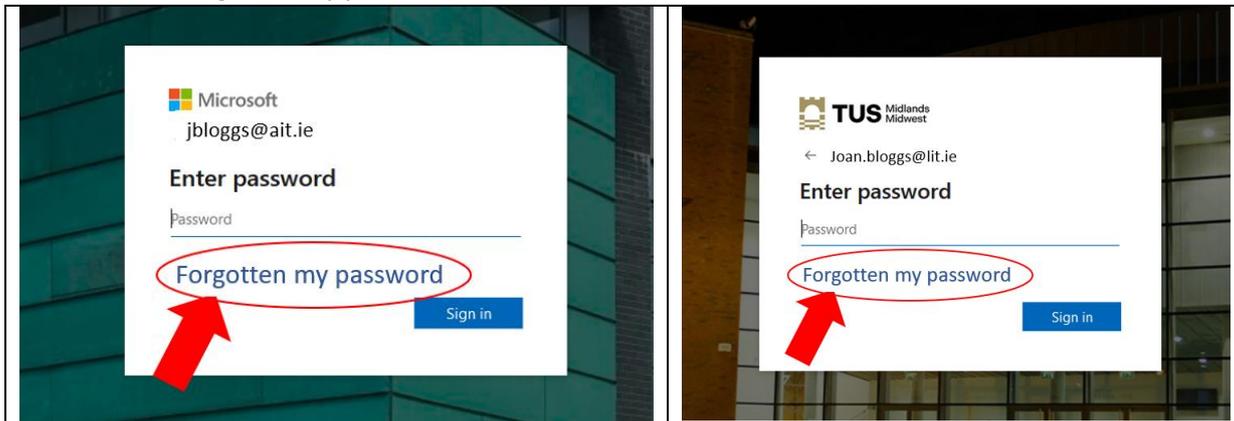
A facility to allow staff and students to change their AIT computer password from any Internet connection, even if they have forgotten it.

How does it verify who I am?

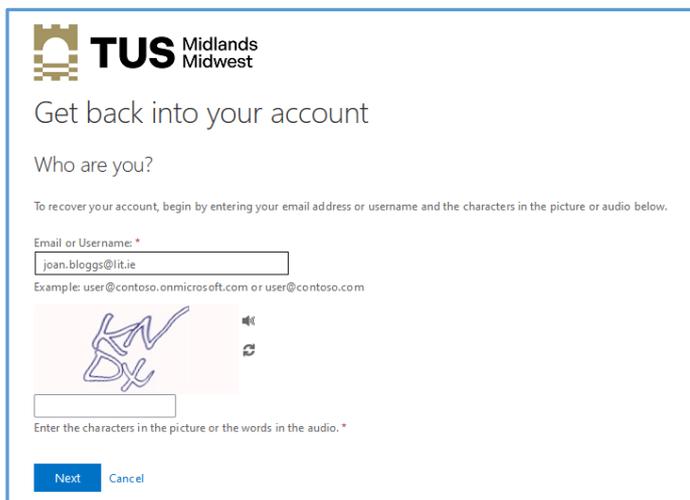
It uses the Authenticator app that is registered with your account.

How to use Account Recovery:

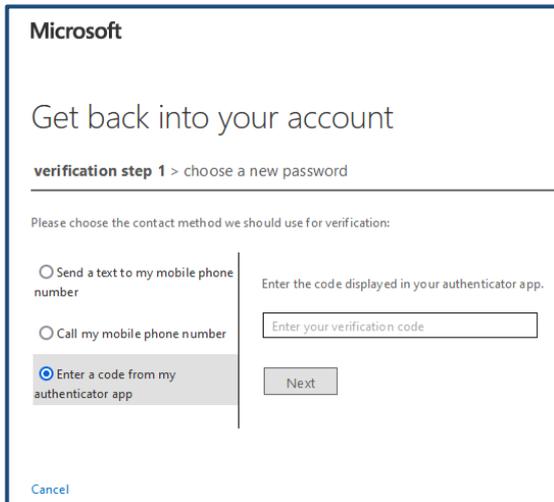
1. Open a browser and browse to <https://office.com/apps>
2. Enter your email address (either your AIT or LIT email address)
3. Click "Forgotten my password" (see below)



4. The screen below appears.



5. Enter your account name (same as your full AIT or LIT email address) and the CAPTCHA characters.
6. Select "Enter a code from my authenticator app".



Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Send a text to my mobile phone number

Call my mobile phone number

Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

Enter your verification code

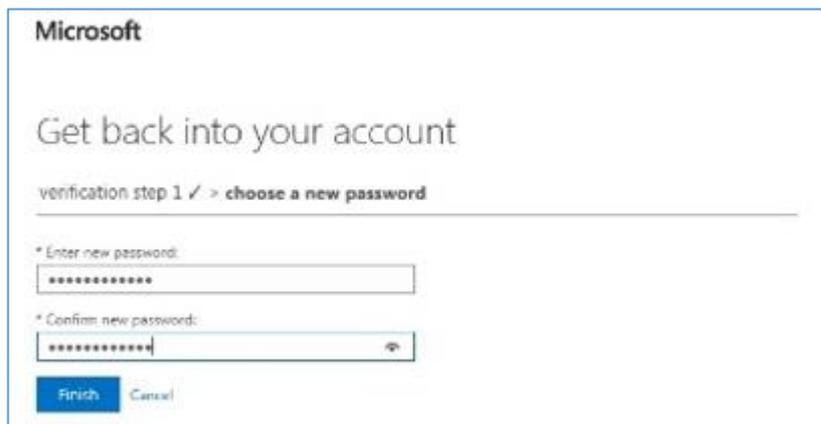
Next

Cancel

7. Enter the verification code on your Authenticator app.
8. At this stage, you may now proceed to enter and confirm your new password:

Passwords will have to conform to these complexity requirements:

1. At least 12 characters long
2. The password must include at least one character from 3 of these 4 character sets:
 - digits (i.e. 1 2 3 4 ...)
 - Upper case letters (i.e. a capital letter e.g. B)
 - Lower case letters (e.g. b)
 - Special characters (e.g. ! " £ \$ % ^ & *)



Microsoft

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish Cancel

9. Click finish, and you have now successfully regained your account access.
10. Note that by changing your password in Office 365, you must now use this same new password when accessing:
 - a. A computer on campus
 - b. Wi-Fi on campus
 - c. Moodle
 - d. The Library applications
 - e. Anywhere else you use this password