



Passwords - Registering on the Password Reset Portal

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Purpose of Best Practice Guidance

If you have forgotten your password to connect to the network, you must be registered on the Password Reset Portal which will allow you to reset your password.

To register you will need to submit a non-Guide Dogs email address or phone number, which can then be used for authentication when a network password reset is required. It is your responsibility to register on the portal and provide the relevant information for you to reset your password.



Best Practice Guidance Information

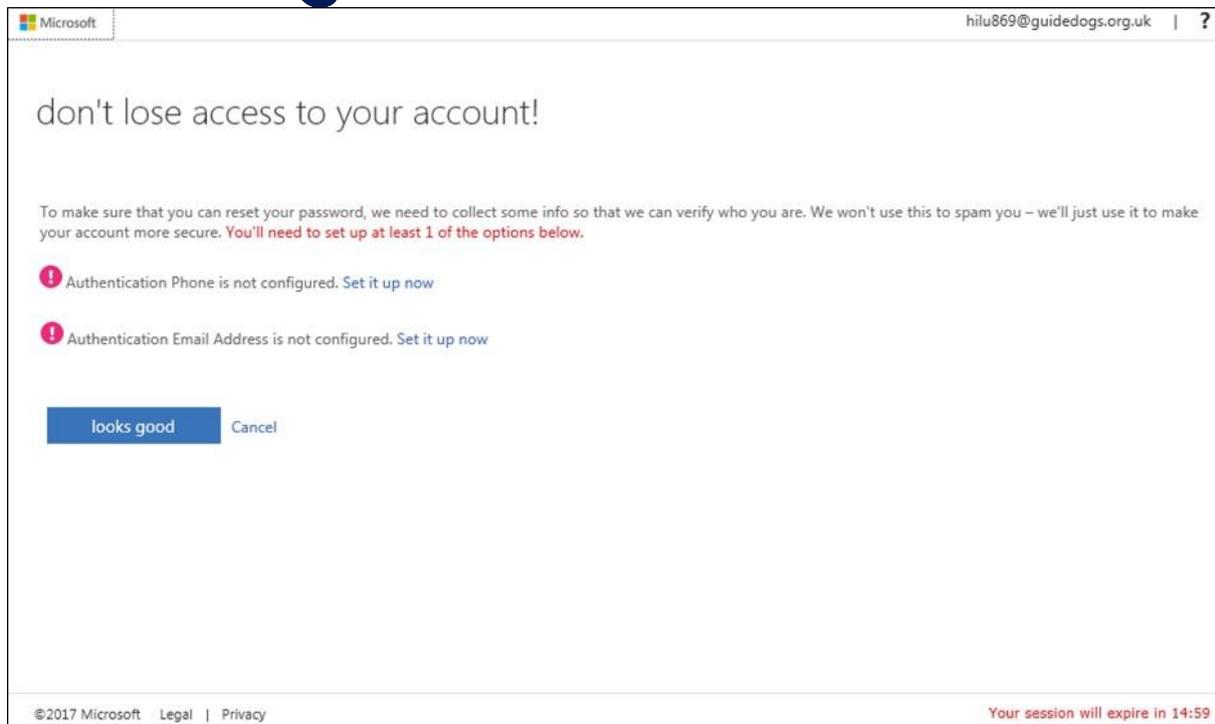
Registering to reset your password

When registering to reset your password, you will be logged onto the password reset portal, this will keep a timed session open for the registration to be set up. The countdown timer will be displayed at the bottom right of the screen and will refresh to 15 minutes on each page.

Either a non Guide Dogs email address or telephone number will need to be registered for use to authenticate your login in the case of a forgotten password.

1. Open your internet browser
2. Enter the address <https://myprofile.microsoft.com/>
This will take you to the login page
3. Enter the user name followed by @guidedogs.org.uk
4. Enter the password
5. Select Sign in
You will be redirected to the organisation sign in page
6. If required enter your network user name and password
7. Select Sign in
The 'Don't lose access to your account' page will be displayed once logged in as shown in figure 1

Figure 1



There are two options that can be used to reset the password.
Authentication by phone or Authentication by email

To Authenticate by Phone

The 'Don't lose access to your account!' page will be displayed; it will give you one of two options depending if you have a corporate mobile device or not.

If you have a corporate mobile device the number may automatically be displayed.

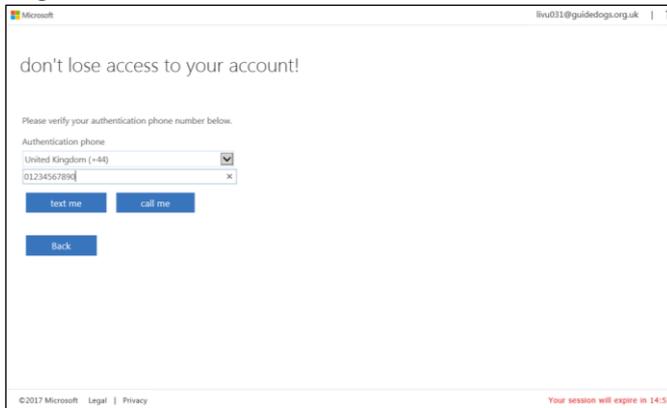
Note: If a telephone number has not been registered there will be a red circle with an exclamation mark stating Authentication Phone is not configured and will give the option to Set it up now.

If you would like to change the number or if the page is showing Authentication Phone is not configured go through the following steps.

1. Select Change
2. Enter the number to be used for authentication
3. Select either text me or call me as shown in figure 2



Figure 2



Note: A text message or a phone call will be received providing you with a code, you will need this code to authenticate on the next page, figure 4 shows the code being received by text message.

Figure 3



4. Enter the code within the verification box
 5. Select Verify
- The Don't lose access to your account! Page will be displayed.
6. Confirm the correct telephone number is listed
 7. Select Finish

Once set up, you will then be taken to the Microsoft Apps screen. The authentication set up will be complete and can be used to reset the network password if forgotten. This will eliminate the need to contact the IS Service Desk.

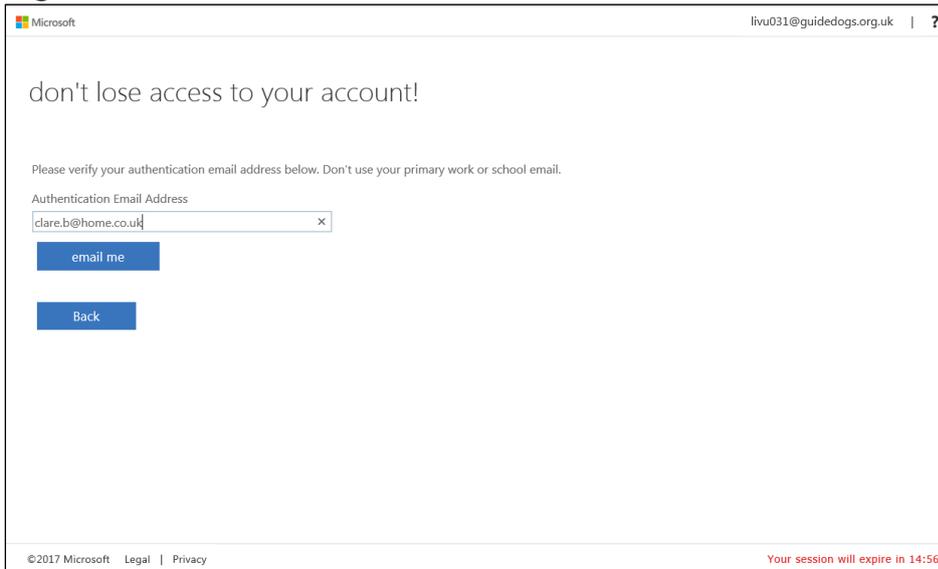
To Authenticate by Email

Note: Ensure a non-Guide Dogs email address is used that can easily accessed as an email will be sent to that address in order for the password to be reset. The work (Guide Dogs) email will not be accessible if the network password has been forgotten.

The ‘Don’t lose access to your account!’ page will show that the ‘Authentication Email address is not configured’.

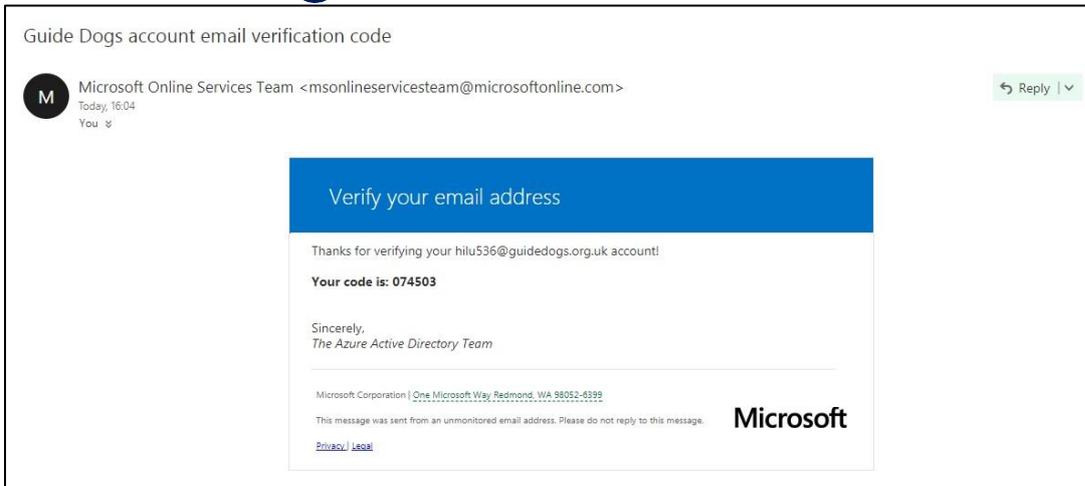
1. Select Set it up now
2. Enter the email address the authentication email is to be sent to
Note: Don’t use your work email address because you won’t have access to it if you forget your password
3. Select email me as shown in figure 4

Figure 4

A screenshot of a Microsoft account verification page. The browser address bar shows 'livu031@guidedogs.org.uk'. The page title is 'don't lose access to your account!'. Below the title, there is a message: 'Please verify your authentication email address below. Don't use your primary work or school email.' Underneath, there is a label 'Authentication Email Address' and a text input field containing 'clare.b@home.co.uk'. Below the input field are two buttons: 'email me' and 'Back'. At the bottom of the page, there is a footer with '© 2017 Microsoft Legal | Privacy' on the left and 'Your session will expire in 14:56' on the right.

4. Check for the authentication email from the MS Online Services Team, this would have been sent to the account set up for authentication. This is shown in figure 6

Figure 5



5. Note down the code from within the email
6. Go back to the password reset page and enter the code
7. Select Verify
The screen will now display a tick next to Authentication Email Address is set to the address you have registered
8. Select Finish

Note: If an email address has not been registered there will be a red circle with an exclamation mark stating Authentication Email Address is not configured and will give the option to Set it up now.

Once set up you will then be taken to the Microsoft Apps screen, the authentication set up will be complete and can be used to reset the network password if forgotten without the need for contacting the IS Service Desk.

Documentation

Further details on how to reset your password using the password reset portal can be found within the knowledge hub by searching “Passwords - Resetting Your Password”

Governance Review & Approval Table**:

The table below contains two rows and five columns.

	H&S	Protection of Children & Adults	Insurance	Legal



Version control table:

The table below contains four rows and four columns. (Only the original approval date and the most recent amendment should be included in the table.)

Date	Version	Status	Details of Change
Nov 19	1.0	Approved	
Apr 21	3.0	Approved	Remove reference to username and email address

End of document