



Passwords - Resetting your Password

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Purpose of Best Practice Guidance

If you have forgotten your password or have been locked out of your account, you will be able to gain access again without the need for contacting the IS Service Desk. This can only be done once you have registered on the password reset portal. Please refer to the 'Passwords - Registering on the Password Reset Portal' guide on the knowledge hub.

Best Practice Guidance Information

Resetting your password

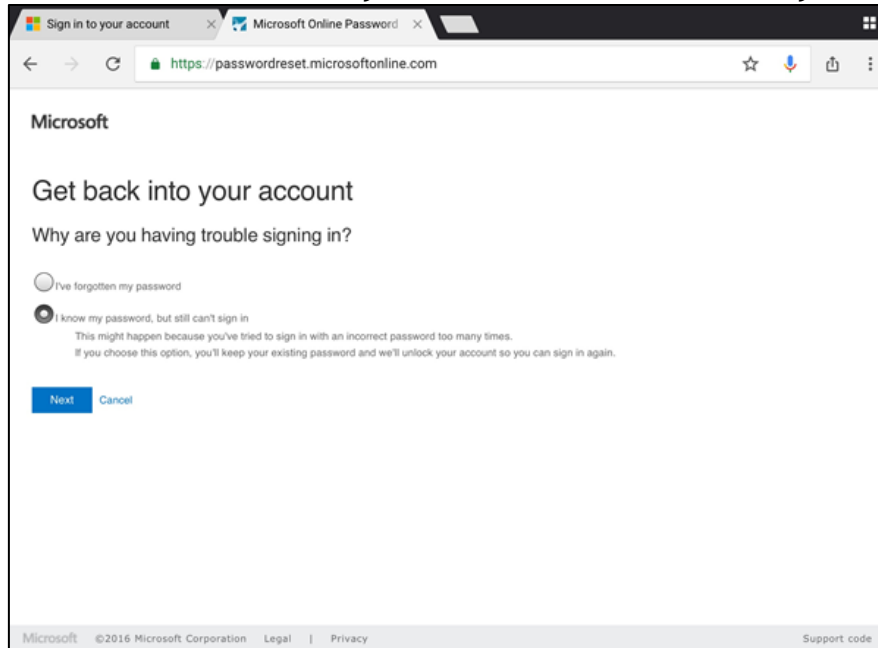
To reset your password, you will need to go to the password reset page on Microsoft online, this can be accessed from any computer or device as it is an external website.

1. Open your browser
2. Type in the address bar passwordreset.microsoftonline.com/



3. Enter the user name followed by @guidedogs.org.uk
4. Enter the characters displayed on the screen
5. Select Next

NOTE: This will take you to the 'Get back into your account' screen



6. Select the relevant option from I've forgotten password or I know my password but still can't sign in

NOTE: The option for I know my password but still can't sign in should be used for locked accounts.

7. Select the verification method you would like to use

NOTE: You may have the phone or email options individually depending on what method you have used to register.

Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

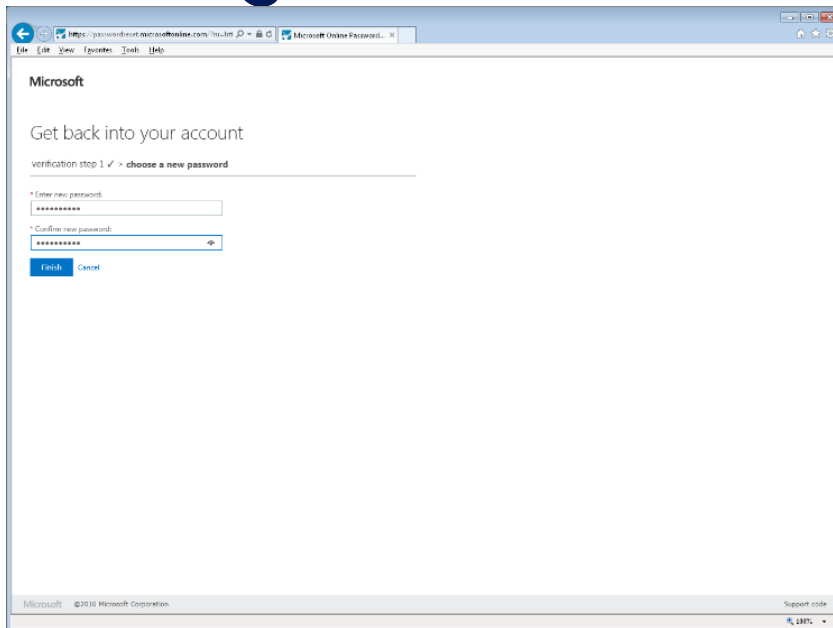
In order to protect your account, we need you to enter your complete mobile phone number (*****26) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

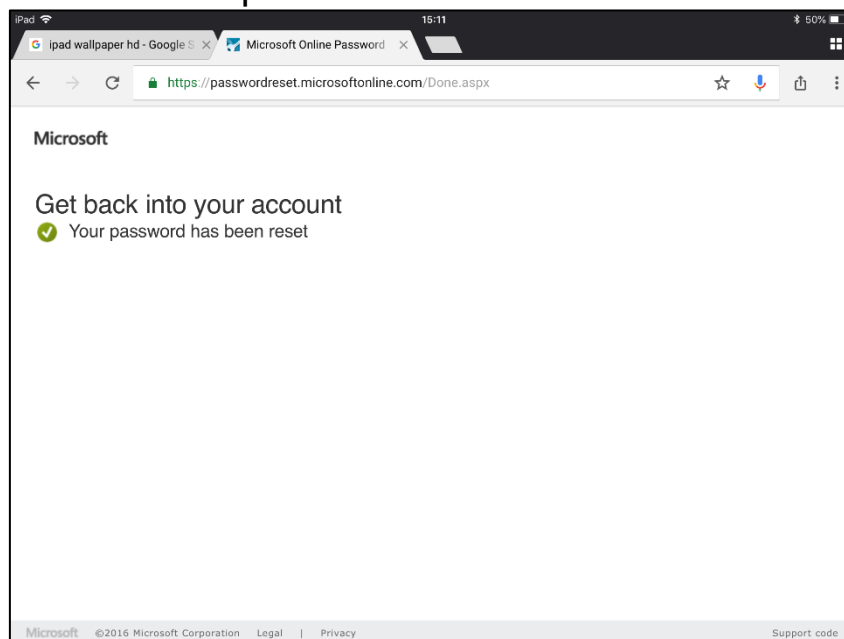
Text

Cancel

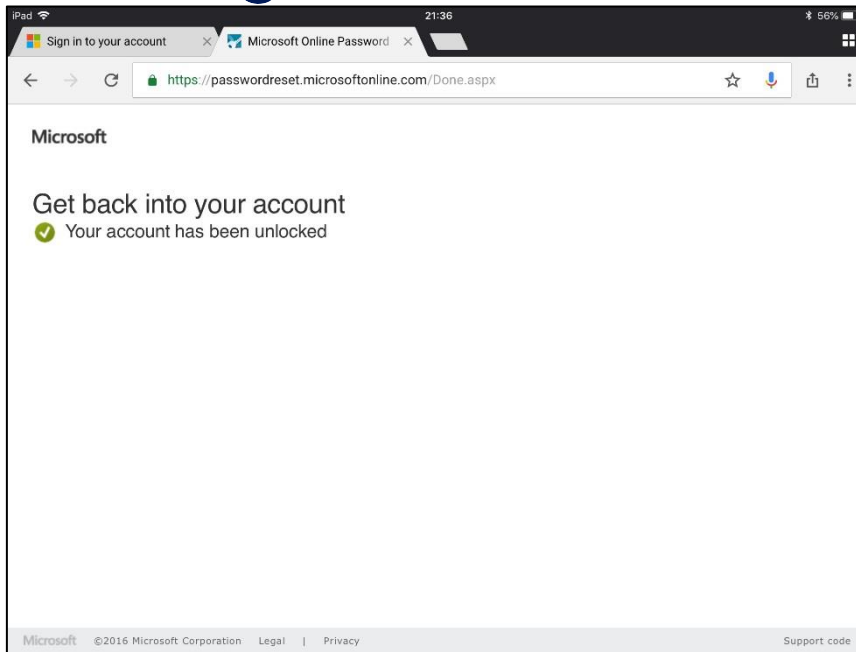
8. If selecting Send a text to my mobile phone number or Call my mobile phone number, you will be prompted to enter the full mobile number to protect your account. A verification code will be sent to you by the method of communication you have selected.
9. Enter the code onto the password reset webpage
10. Select Next
11. Enter new password
12. Confirm the new password
13. Select Finish



NOTE: If you selected the password reset option, a message will be shown on the webpage stating, 'Your password has been reset' once it is complete.



NOTE: If you selected the account unlock option, a message will be shown on the webpage stating, 'Your account has been unlocked'.



The password reset or account unlock will be complete and you will be able to log into the network.

Don't forget that if you have a corporate iPhone, you will need to re-enter the new password before you will receive any further email.

Please note: you can only reset your password once per day so make sure you are comfortable remembering your new password.

Documentation

Passwords - Registering on the Password Reset Portal

Governance Review & Approval Table**:

The table below contains two rows and five columns.

	H&S	Protection of Children & Adults	Insurance	Legal
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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
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Nov 19	1.0	Approved	
Apr 21	3.0	Approved	Remove reference to username and email address

End of document