

Microsoft

Microsoft

need help with?

Work or school account Created by your IT department Personal account Created by you

Which type of account do you

Get back into your account verification step 1 > choose a new password

O Enter a code from my authenticator app

Enter your phone number

Text

act method we should use for verification

YORK ST JOHN UNIVERSITY Library & Learning Services

Back

# Resetting or changing your York St John password

## Finding the password reset service

If you can't remember your York St John password or if you want to change it, you can set a new one yourself using Microsoft 365. Go to a Microsoft

sign in e.g. www.office.com and select Can't access your account.

Select Work or school account

Add your full York St John email address ending in **@yorksj.ac.uk** and type in the characters in the box below.

Microsoft			
Sign in			
Email address, phone num	ber or Skype		
No account? Create one!			
Can't access your account?			
	Back	Next	ι.
L			1
Microsoft			
Get back into	your a	ccount	
Who are you?			
To recover your account, begin by	entering your em	ail address or username	and
Email or Licername: *	JIO DEIOW.		
first.last@yorksj.ac.uk			
Example: user@ec.noso.onmicroso	ift.com or user@o	ontoso.com	
NAS	*		
AV	2		
NK4V Enter the characters in the picture	or the words in th	ne audio. *	
Next Cancel			

#### Select authentication method.

For text m	v mobile. Call r	my mobile or email
	y moone, oun i	

you will have to type your full mobile number or email address into the bottom box. You will then be sent a code to type in.

If you have the **authenticator app** installed and set up you can open that app and click on your YSJ account to get a code to type into the password reset box

If you have set up other ways such as **questions** then you can answer those.

## Set new pasword

You will be asked to type a **new password** that you want to set and confirm the same below

Get back into your account
verification step 1 $\checkmark$ > choose a new password
* Enter new password:
* Confirm new password:
Enith
Cancer

#### **Password Rules**

- At least eight (8) characters long
- With at least one upper case
- At least one lower case letter
- At least one numerical (0-9) character
- You must not use your user name or real name as part of the password
- Other characters e.g. !"£\$%^&\*()\_+-=@~:#';,.<>?/ are allowed but can create problems with some systems.



You will receive a message that your password has been reset and you will also get a notification to your YSJ email that your password has been reset.

Check other devices including phones or laptops attached to **Eduroam WiFi**. If these keep trying an incorrect password it may lock your account.



## Setting up alternate authentication

Go to any Microsoft 365 tab e.g. your web email and click on your account photo or initials at the top-right. Select **View Account**. Then on the left, **Security info.** You can then **add sign-in methods**.