

Office 365

Security Question/Password Recovery Methods Reset Instructions

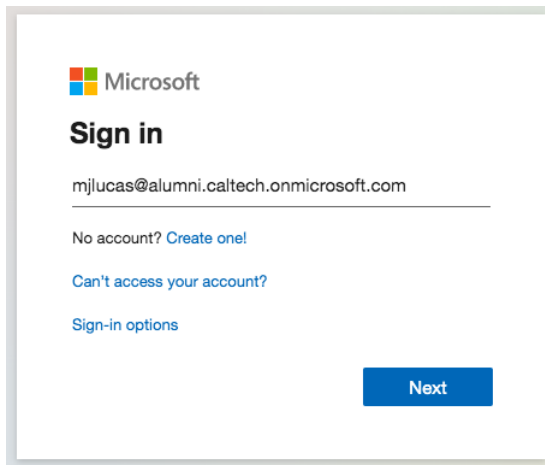
Last updated 1 July 2020

To reset your recovery authentication methods, including your secret questions, alternate email, and mobile phone number, please follow these steps.

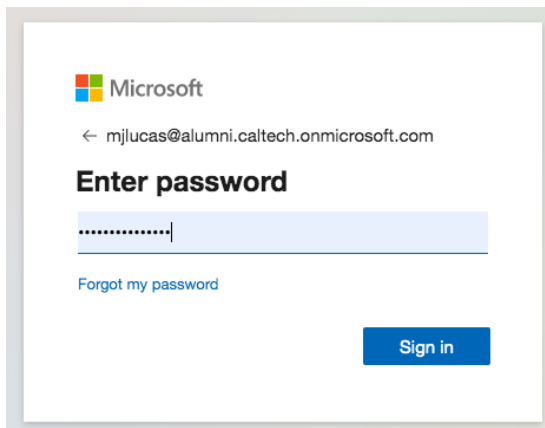
In the web browser of your choice, go to:

<https://account.activedirectory.windowsazure.com/PasswordReset/Register.aspx?regref=ssprsetup>

If you are not logged into Office 365 already, you will be asked to log in:

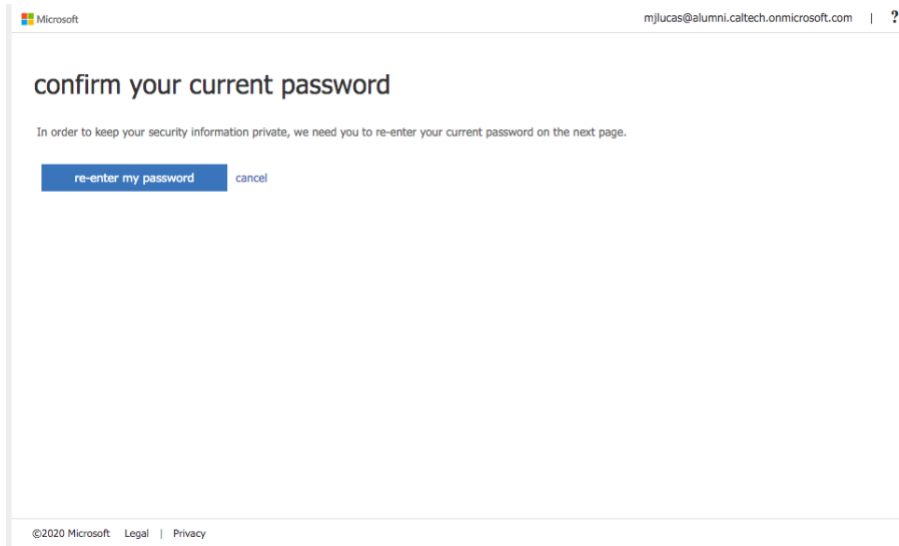


The screenshot shows the Microsoft sign-in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed in bold. Underneath, the email address "mjucas@alumni.caltech.onmicrosoft.com" is entered into a text field. Below the text field are three links: "No account? Create one!", "Can't access your account?", and "Sign-in options". At the bottom right, there is a blue button labeled "Next".



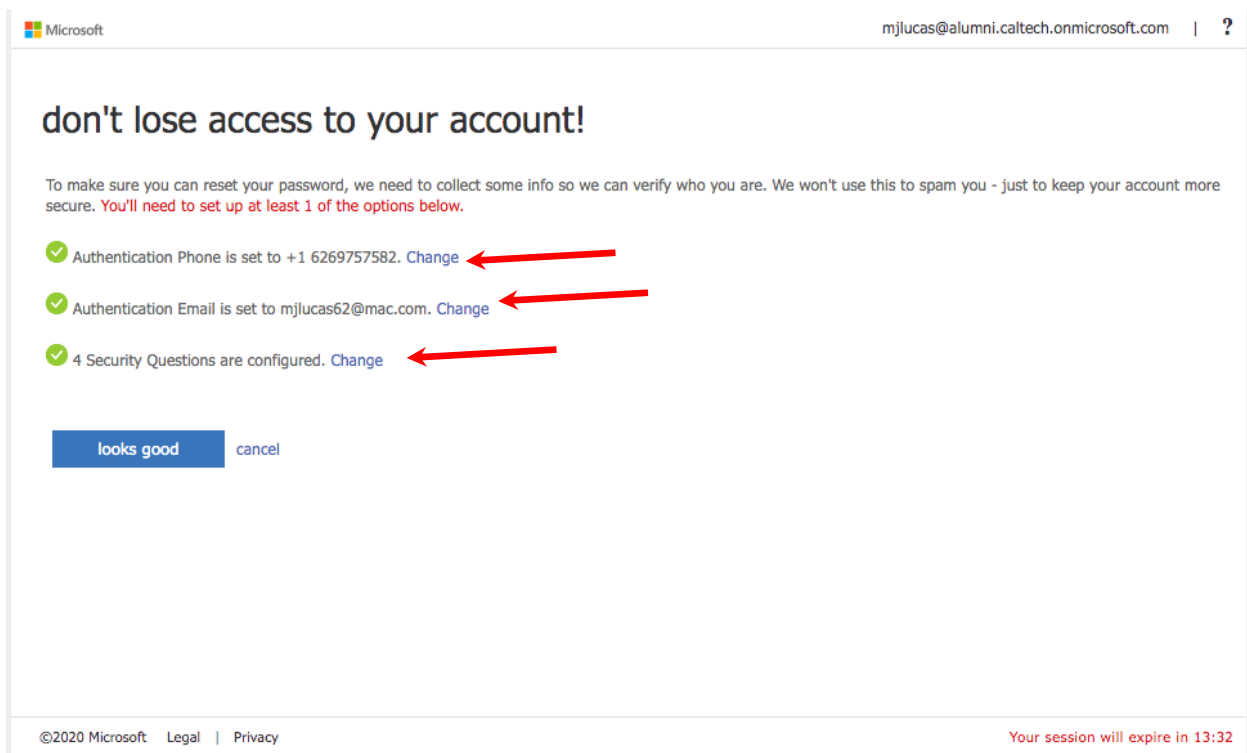
The screenshot shows the Microsoft password entry page. At the top left is the Microsoft logo. Below it, the text "Enter password" is displayed in bold. Above the password field, there is a back arrow and the email address "mjucas@alumni.caltech.onmicrosoft.com". The password field contains a series of dots followed by a cursor. Below the password field is a link that says "Forgot my password". At the bottom right, there is a blue button labeled "Sign in".

If you are already signed in, you will be asked to confirm your password:



Click the blue button and enter your password as you normally would.

You will then be presented with the screen to change your alternate authentication methods:



To make changes to any of your alternate authentication methods, click on the blue word “Change”

Clicking on the word “Change” for the “Security Questions”, brings up the following screen:


Microsoft mjucas@alumni.caltech.onmicrosoft.com | ?

don't lose access to your account!

Please select questions to answer below. **Your admin requires you to set up 4 questions, and answers must be at least 3 characters long.**


Security question 1

In what city did you meet your first spouse/partner?

..... [Select a new question](#) 


Security question 2

What school did you attend for sixth grade?

..... [Select a new question](#) 


Security question 3

What was the name of your favorite stuffed animal?

..... [Select a new question](#) 

Security question 4

What was your favorite sport in high school?

..... [Select a new question](#) 

[save answers](#)

[back](#)

©2020 Microsoft [Legal](#) | [Privacy](#) Your session will expire in 11:44

You can change one or more of the questions by clicking on the blue “Select a new question” link for each question.

You’ll be presented with two blank boxes. The top box is a dropdown with a variety of different questions to choose from. Select a question and then type your answer in the bottom box. Note that your answer is case sensitive, just like a password.

If you have set up a method, you cannot remove it, nor can we remove it for you. This is a Microsoft configuration we cannot change. Your only option is to update the information in the authentication method.

don't lose access to your account!

Please select questions to answer below. **Your admin requires you to set up 4 questions, and answers must be at least 3 characters long.**

Security question 1

In what city did you meet your first spouse/partner?

.....

Select a new question

Security question 2

What school did you attend for sixth grade?

.....

Select a new question

Security question 3

What was the name of your favorite stuffed animal?

.....

Select a new question

Security question 4

- ✓ What was your favorite sport in high school?
- In what city did your parents meet?
- What city were you in on New Year's 2000?
- What is the last name of your favorite teacher in high school?
- What is the name of a college you applied to but didn't attend?
- What is the name of the place in which you held your first wedding reception?
- What is your favorite food?
- What was the first and last name of your childhood best friend?
- What was the make and model of your first car or motorcycle?
- What was the name of the first school you attended?
- What was the name of the hospital in which you were born?
- What was the name of the street of your first childhood home?
- What was the name of your childhood hero?
- What was the name of your first pet?
- What was your first job?
- When you were young, what did you want to be when you grew up?
- Who is the most famous person you have ever met?



Your session will expire in 14:47

When you complete your changes, click the “save answers” button.

You'll be taken back to the main screen where you can make further changes, or you can click finish. You'll be taken to the main screen where you can log off or access your email or calendar.



Apps

Search apps



Calendar



Outlook



People



Groups



Tasks



To Do