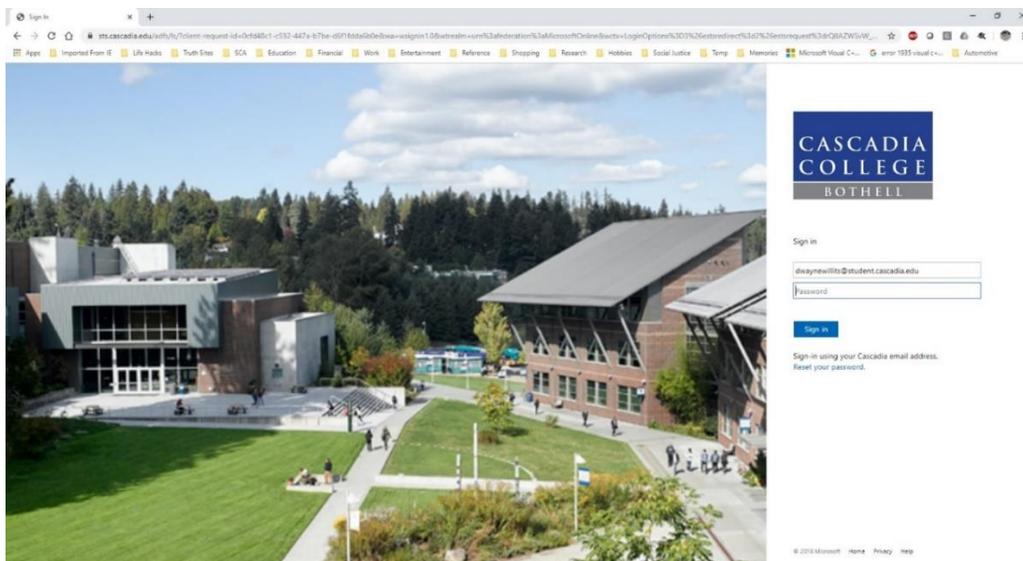


Enabling Self Service Password Reset on Your Cascadia Account (Office365)

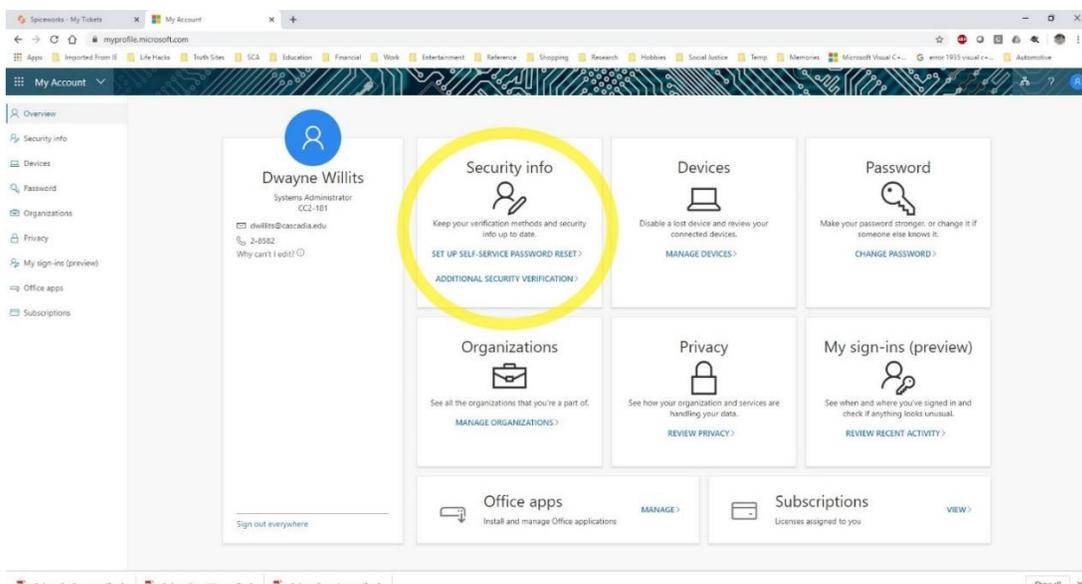
Complete this process to be able to reset your password using the 'Reset Your Password' option in the Office 365 portal. You must know your Cascadia issued email address and current password to complete this process.

[NOTE: If your screen doesn't look like the images below, refresh the page.]

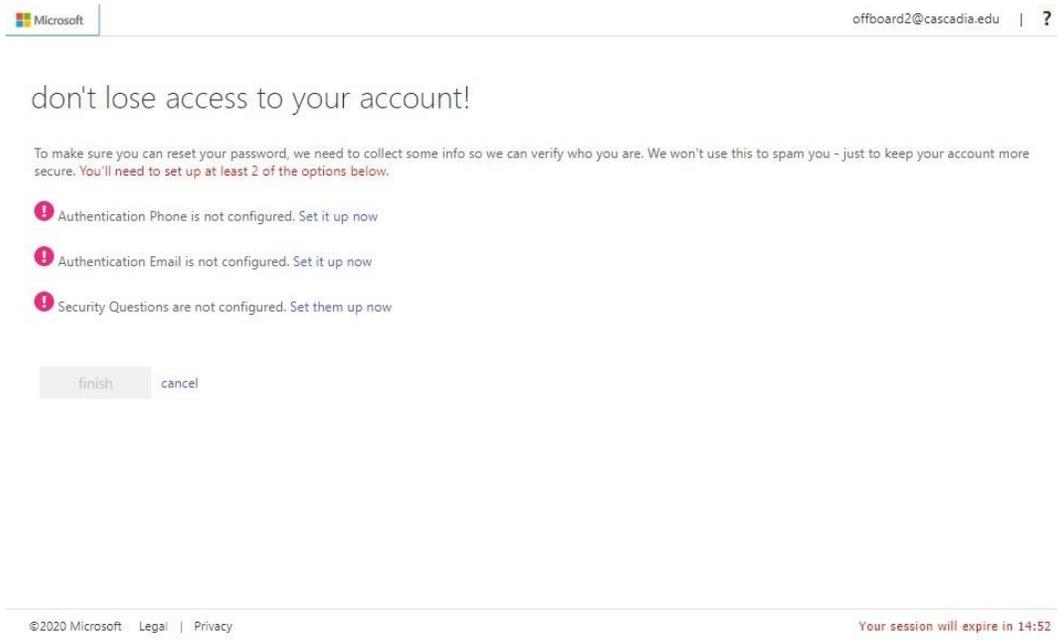
- [1] Browse to <https://login.microsoftonline.com> and log in with your employee email address (this will be your Cascadia Employee Network Account with @cascadia.edu after it, the password will be the same as your network account). The first time you log in, you should be redirected to complete the steps as outlined starting in step 2. If you don't see those options, you can also browse to <https://myprofile.microsoft.com> and log in using your current email address and password combination.



- [2] On the 'Security info' tile, click on "Set Up Self-Service Password Reset>"

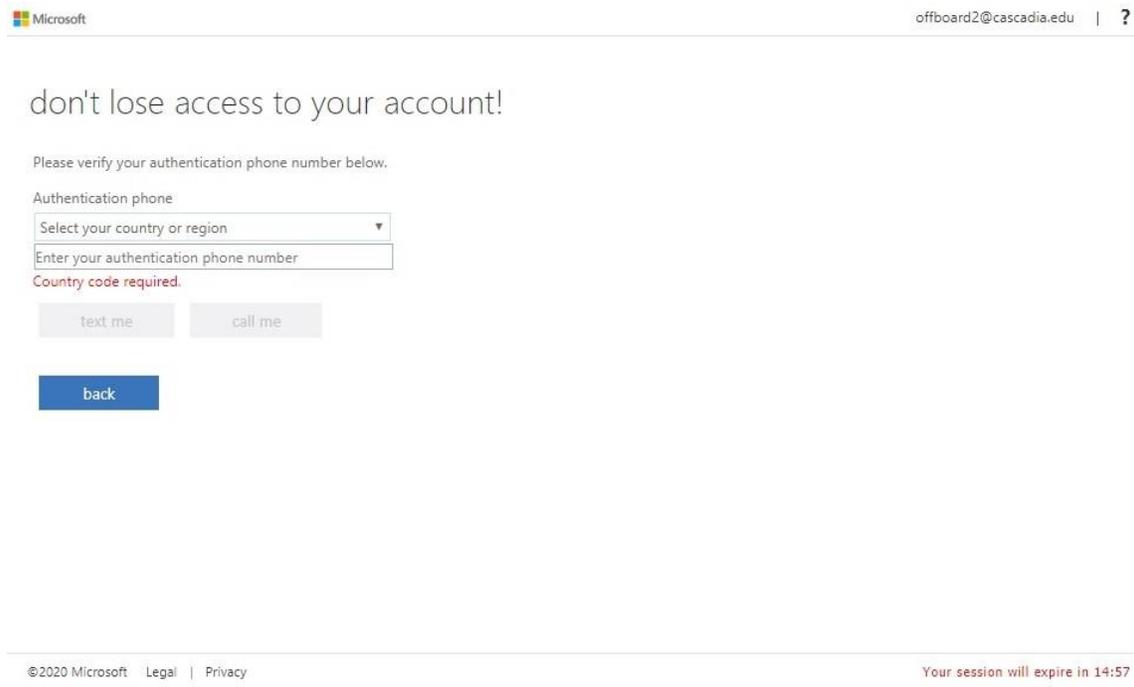


[3] You must set up two of the listed options. Next to your first choice, click on 'Set it up now'.



The screenshot shows the Microsoft account security settings page. At the top left is the Microsoft logo, and at the top right is the email address 'offboard2@cascadia.edu' with a help icon. The main heading is 'don't lose access to your account!'. Below this is a sub-heading: 'To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 2 of the options below.' There are three red warning icons with exclamation marks, each followed by text: 'Authentication Phone is not configured. Set it up now', 'Authentication Email is not configured. Set it up now', and 'Security Questions are not configured. Set them up now'. At the bottom of this section are two buttons: 'finish' and 'cancel'. The footer contains '©2020 Microsoft Legal Privacy' on the left and 'Your session will expire in 14:52' on the right.

[4] If you choose the 'Authentication Phone' option, you will need to enter your country code (+1 United States), and your personal phone number. You will then click on either "text me" or "call me" to verify this number.



The screenshot shows the Microsoft account verification page for authentication phone. At the top left is the Microsoft logo, and at the top right is the email address 'offboard2@cascadia.edu' with a help icon. The main heading is 'don't lose access to your account!'. Below this is a sub-heading: 'Please verify your authentication phone number below.' There is a section titled 'Authentication phone' with a dropdown menu labeled 'Select your country or region' and a text input field labeled 'Enter your authentication phone number'. Below the input field is a red error message: 'Country code required.' There are two buttons: 'text me' and 'call me'. At the bottom of this section is a blue button labeled 'back'. The footer contains '©2020 Microsoft Legal Privacy' on the left and 'Your session will expire in 14:57' on the right.

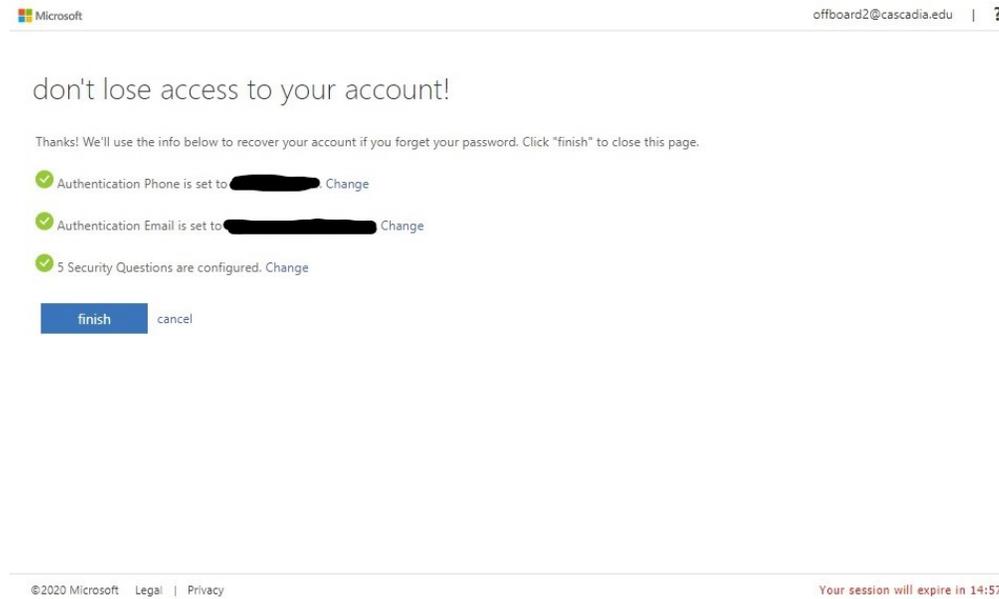
- [5] If you choose the 'Authentication Email' option, enter your personal email address, and then click on 'email me' to verify.

The screenshot shows the Microsoft account verification interface. At the top left is the Microsoft logo, and at the top right is the email address 'offboard2@cascadia.edu' with a help icon. The main heading is 'don't lose access to your account!'. Below this is a sub-heading 'Authentication Email' and a text input field with the placeholder 'Enter your authentication email address'. A grey 'email me' button is positioned below the input field, and a blue 'back' button is below that. At the bottom of the page, there is a footer with '©2020 Microsoft Legal | Privacy' on the left and 'Your session will expire in 14:53' on the right.

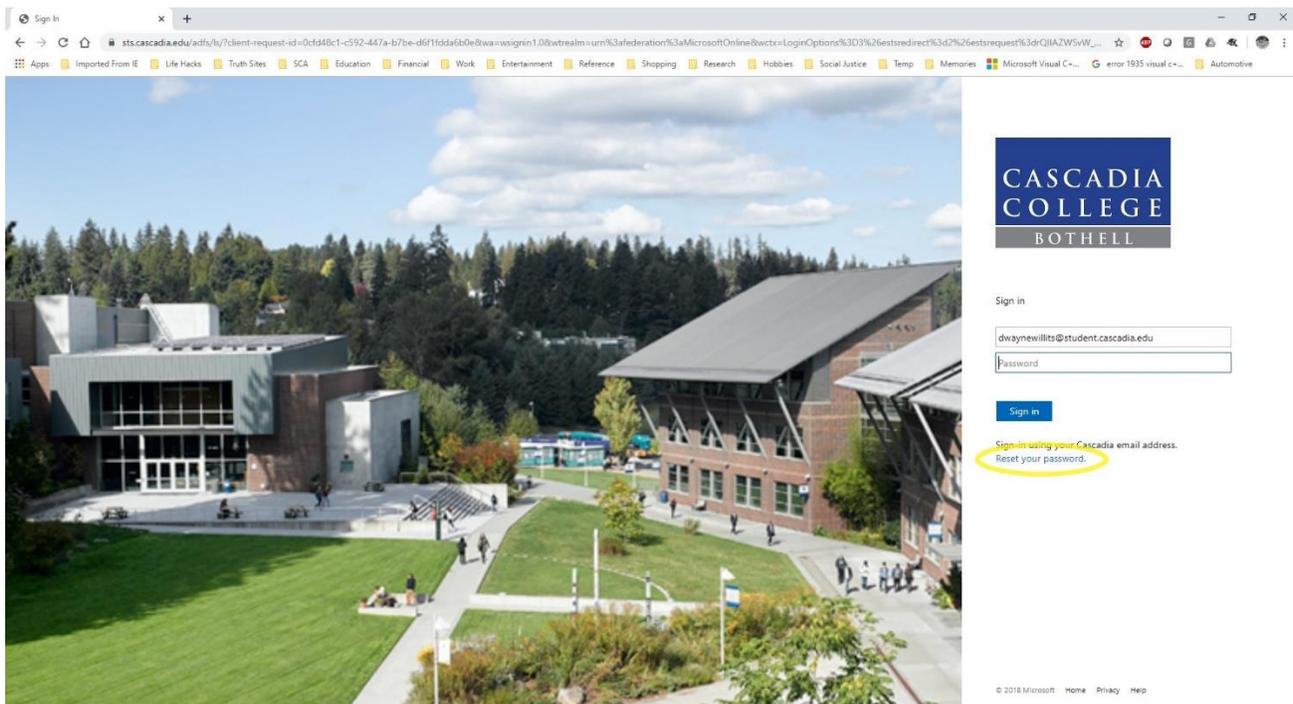
- [6] If you choose the 'Authentication Questions' option, use the drop-down menus to select a question, input your answer in the text field below (you must do this for all five questions). Click 'save answers' when done.

The screenshot shows the Microsoft account verification interface for the 'Authentication Questions' option. At the top left is the Microsoft logo, and at the top right is the email address 'offboard2@cascadia.edu' with a help icon. The main heading is 'don't lose access to your account!'. Below this is a sub-heading 'Security question 1' and a red instruction: 'Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.' The interface contains five identical question blocks. Each block consists of a drop-down menu for selecting a question and a text input field for the answer. A red exclamation mark icon is placed to the right of each answer field. At the bottom of the page, there is a grey 'save answers' button and a blue 'back' button. The footer at the bottom contains '©2020 Microsoft Legal | Privacy' on the left and 'Your session will expire in 14:53' on the right.

- [7] After you've completed setting up your authentication methods, verify that you have at least two green checkmarks (indicating that the process was successfully completed) and click 'Finish'.



- [8] You're done! Now if you forget your password (or need to reset it for any reason), you can browse to [Office 365](#) like you normally would, enter your email address and click on the 'Reset your password.' link. From there, you will be walked through the prompts to verify your identity using the methods you set up.



If you have any problems, please contact the Information Services Helpdesk. Reference what documentation you have tried and provide a synopsis of the issue you are having. You can call the Helpdesk at **425-352-8228** (ext. 2-8228), chat with us online at support.cascadia.edu or email us at helpdesk@cascadia.edu.