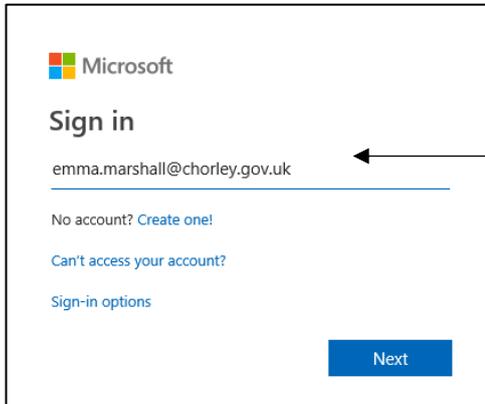


Self Service Password Reset

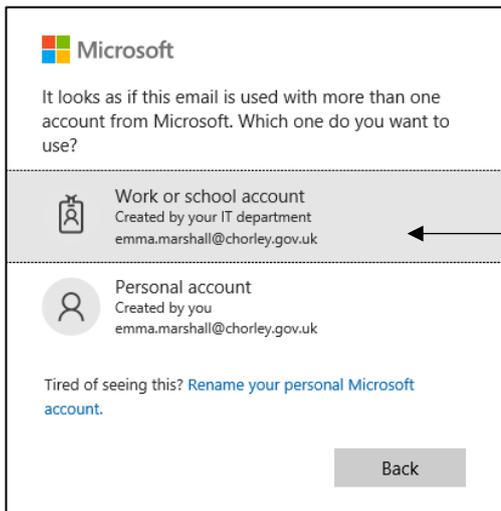
1. Visit <https://passwordreset.microsoftonline.com>
2. When prompted enter your work email address and click next:



The screenshot shows the Microsoft Sign in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. Underneath, the email address "emma.marshall@chorley.gov.uk" is entered into a text field. To the left of the text field is a left-pointing arrow. Below the text field are three links: "No account? Create one!", "Can't access your account?", and "Sign-in options". At the bottom right of the page is a blue button labeled "Next".

Enter your email address and click next.

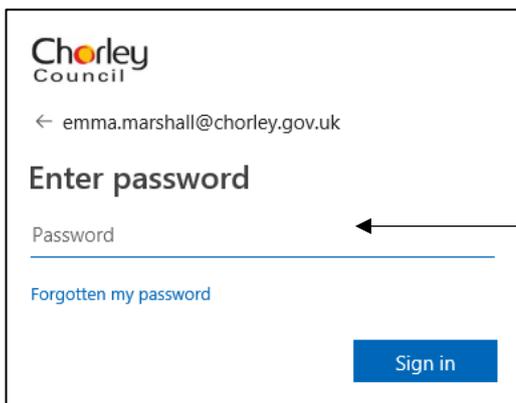
3. If prompted select "work or school account" and click next:



The screenshot shows a Microsoft account selection page. At the top left is the Microsoft logo. Below it, the text reads: "It looks as if this email is used with more than one account from Microsoft. Which one do you want to use?". There are two account options listed. The first is "Work or school account", created by the IT department, with the email "emma.marshall@chorley.gov.uk". A left-pointing arrow is positioned to the right of this option. The second is "Personal account", created by the user, with the same email. Below the options is a link: "Tired of seeing this? Rename your personal Microsoft account." At the bottom right is a grey button labeled "Back".

If prompted, select "work or school account" and click next.

4. Enter your password and click next:



The screenshot shows the Chorley Council password entry page. At the top left is the Chorley Council logo. Below it, the email address "emma.marshall@chorley.gov.uk" is displayed with a left-pointing arrow. The text "Enter password" is prominently displayed. Below it is a text field for the password, also with a left-pointing arrow. Underneath the text field is a link: "Forgotten my password". At the bottom right is a blue button labeled "Sign in".

Enter your password and click next.

5. Select “Stay Signed in”, and yes.



Chorley Council
emma.marshall@chorley.gov.uk

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

Don't show this again

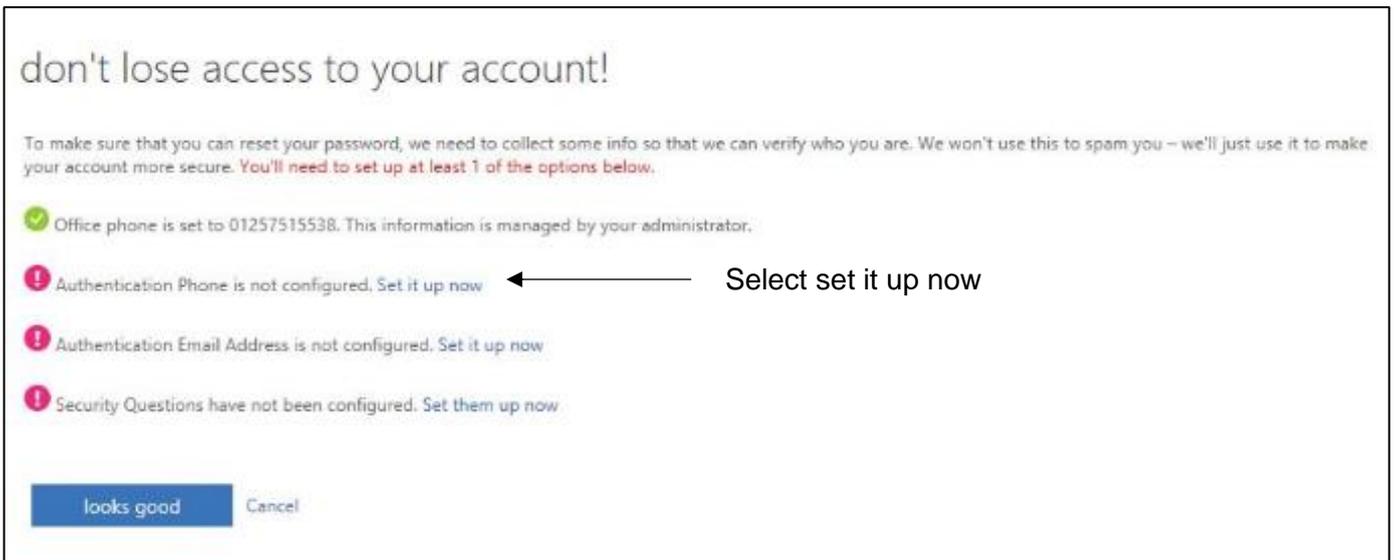
No Yes

Select stay signed in and yes.

6. You will then be prompted to provide a phone number, email address and security questions. Use different details to your work account.

This information will only be used to verify your identification if you need to self service reset your password in the future.

Click “Set it up now” on each option below: Phone, Email and Security Questions.



don't lose access to your account!

To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We won't use this to spam you – we'll just use it to make your account more secure. **You'll need to set up at least 1 of the options below.**

- Office phone is set to 01257515538. This information is managed by your administrator.
- Authentication Phone is not configured. [Set it up now](#)
- Authentication Email Address is not configured. [Set it up now](#)
- Security Questions have not been configured. [Set them up now](#)

looks good Cancel

Select set it up now

Phone

1. Select your country of region: “United Kingdom”
2. Enter your mobile number.
3. Select the call or text options.

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Select your country or region

Enter your authentication phone number

text me call me

Back

← Enter your phone number.

If you select Call...

You will receive a call from the following number: +1 855 330 8653

Press the # key when prompted to do so.

If you select Text....

You will receive a text from "Verify"



Enter the code when prompted to do so.

7. Repeat the process for email and security questions.

Email

Enter your email and select "email me"

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email Address

Enter your authentication email address

email me

Back

← Enter your email address.

You will then receive an email to verify your account.

Verify your email address

Thanks for verifying your thomas.dore@chorley.gov.uk account!

Your code is: 581229

Yours sincerely,
Chorley Council

Enter the code.

Security Questions

Select 6 security questions from the drop down list. All answers must be at least 3 characters long.

don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.

Security question 1
In which city does your nearest sibling live? !

Security question 2
What is your mother's middle name? !

Security question 3
What was the make and model of your first car or motorcycle? !

Security question 4
What is your youngest sibling's middle name? !

Security question 5
What was the first name and surname of your childhood best friend? !

Click save answers.

You are now set up.

don't lose access to your account!

To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We won't use this to spam you – we'll just use it to make your account more secure. You'll need to set up at least 2 of the options below.

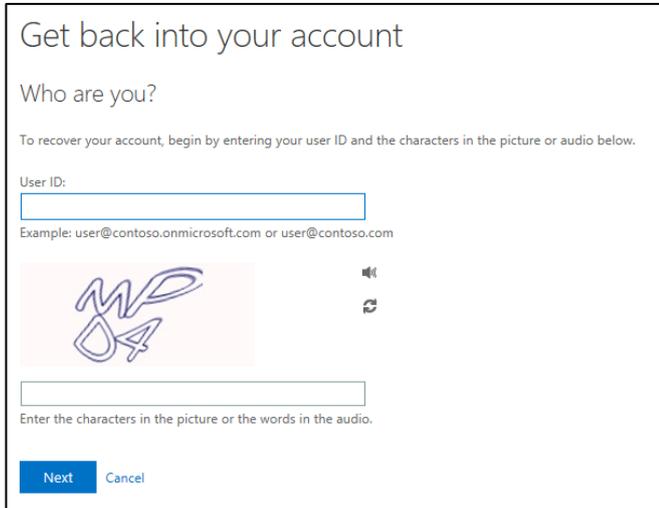
- ✔ Authentication Phone is set to [+44 7961907600](#). [Change](#)
- ✔ Authentication Email Address is set to emma_marshall116@hotmail.com. [Change](#)

How do I reset my password?

1. In the future to reset your password visit from the following URL from any device:

<https://passwordreset.microsoftonline.com>.

2. This will take you to the below screen:

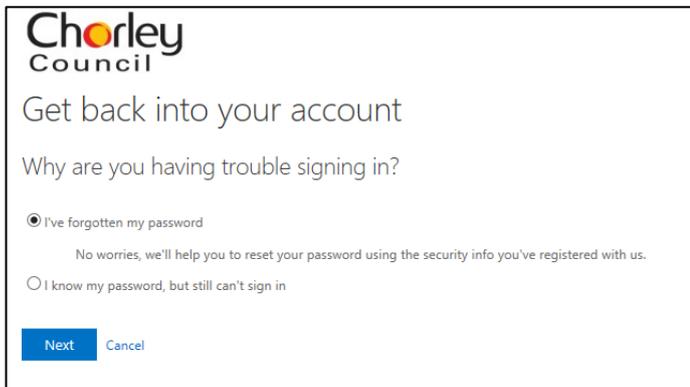


The screenshot shows a web page titled "Get back into your account". Below the title is the question "Who are you?". A sub-header reads: "To recover your account, begin by entering your user ID and the characters in the picture or audio below." There is a text input field labeled "User ID:" with an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". Below this is a visual verification box containing a pink square with the letters "MP" and "A" in a stylized font. To the right of the image are a speaker icon and a refresh icon. Below the image is another text input field with the instruction: "Enter the characters in the picture or the words in the audio." At the bottom are two buttons: "Next" (highlighted in blue) and "Cancel".

3. Enter your work email address, and the characters displayed in the box.

4. Select next.

5. You will then be prompted to select one of the following options:



The screenshot shows the Chorley Council logo at the top left. Below it is the title "Get back into your account" and the question "Why are you having trouble signing in?". There are two radio button options: "I've forgotten my password" (which is selected) and "I know my password, but still can't sign in". Below the first option is a sub-header: "No worries, we'll help you to reset your password using the security info you've registered with us." At the bottom are two buttons: "Next" (highlighted in blue) and "Cancel".

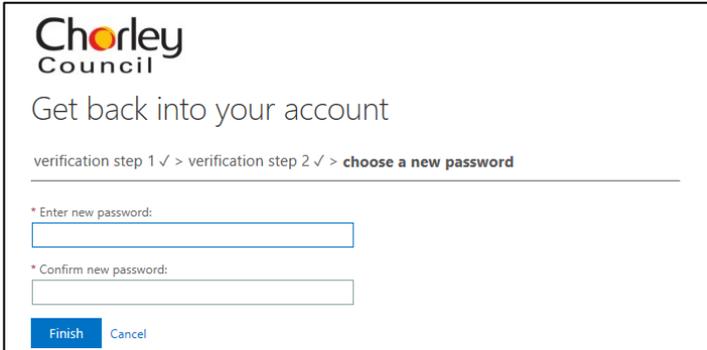
6. If you have forgotten your password select this option and click next.

7. Select your verification method:

- a. Email my alternative email address
- b. Send a text to my mobile phone number
- c. Call my mobile number
- d. Call my office phone number.

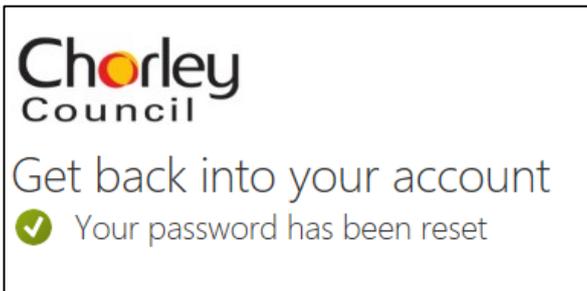
8. Following the instructions on the screen. You will be asked to verify your identity using two of the validation methods above.

9. Once verified you will then be asked to enter a new password. Ensure your password meets the minimum-security requirements as defined within the Information Security Framework.



The screenshot shows the Chorley Council logo at the top left. Below it, the text reads "Get back into your account". Underneath, a progress indicator shows "verification step 1 ✓ > verification step 2 ✓ > choose a new password". There are two input fields: the first is labeled "* Enter new password:" and the second is labeled "* Confirm new password:". At the bottom left, there are two buttons: "Finish" (highlighted in blue) and "Cancel".

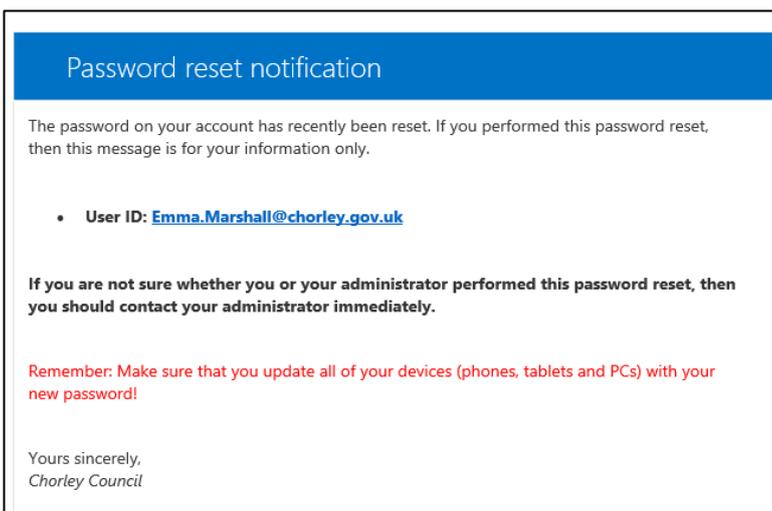
10. Select finish.



The screenshot shows the Chorley Council logo at the top left. Below it, the text reads "Get back into your account". Underneath, there is a green checkmark icon followed by the text "Your password has been reset".

11. You will then receive an email notification notifying your password has been changed.

If you receive this email and you have not changed your password, please contact the ICT helpdesk immediately.



The screenshot shows an email notification with a blue header bar containing the text "Password reset notification". Below the header, the text reads: "The password on your account has recently been reset. If you performed this password reset, then this message is for your information only." There is a bullet point followed by "User ID: Emma.Marshall@chorley.gov.uk". Below this, the text reads: "If you are not sure whether you or your administrator performed this password reset, then you should contact your administrator immediately." At the bottom, there is a red text warning: "Remember: Make sure that you update all of your devices (phones, tablets and PCs) with your new password!". The email ends with "Yours sincerely, Chorley Council".