HOW-TO GUIDE

Microsoft 365: Changing your Password

Step 1: Sign in to your Microsoft Account

A. Open your web browser:
Use any modern web browser such as Microsoft Edge, Google Chrome, Mozilla Firefox, or Apple Safari.

B. Go to the Microsoft 365 Portal:
In the address bar, type https://portal.office.com and press **Enter**.

C. Sign in to your account:
1. Enter your work email address (e.g., yourname@company.com) and click **Next**.
2. Enter your password and click **Sign in**.
3. If it's a new login in you will be asked to approve your login through multi-factor authentication (MFA). You may be prompted to verify your identity using a secondary method (e.g., a code sent to your phone or an authentication app).

Step 2: Access your account settings

A. Go to Your Account Settings:
1. Once signed in, click on your **profile icon** or **initials** in the top right corner of the page.
2. From the dropdown menu, select **View account**.
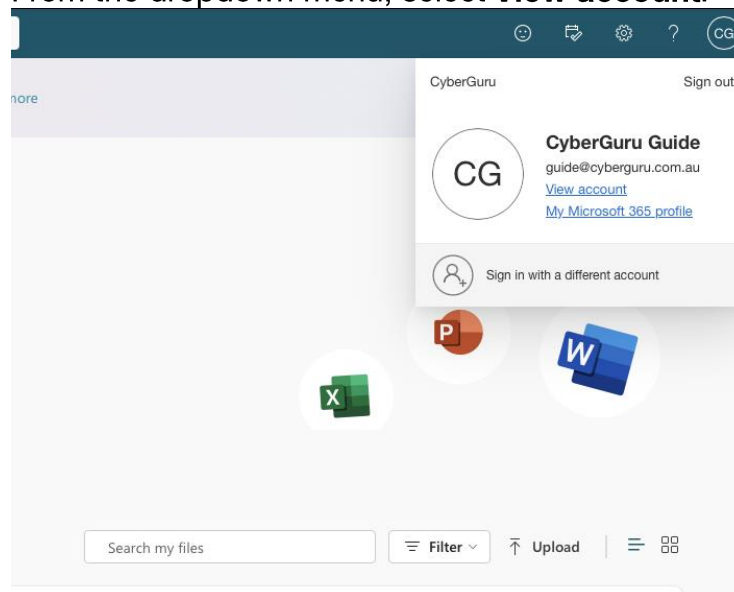
B. Navigate to Security Info:
1. On the **My Account** page, look for the **Security info** or **Password** section. This might be under a tab like **Security & Privacy** or **Account Security** depending on your organisation's setup.
2. Click on **Security info** or **Password** to proceed.

Step 3: Change your password

A. Initiate the Password Change:
1. In the **Security info** or **Password** section, look for an option that says **Change Password** or **Update Password**.
2. Click on **Change Password**.

B. Enter Your Current Password:
1. You will be prompted to enter your current password for security verification. Enter your current password and click **Next**.

C. Create a New Password:
1. Enter your new password in the **New password** field.
2. Re-enter the new password in the **Confirm password** field to ensure there are no typos.

Password Requirements:
Your new password must meet your organisation's password policy, which typically includes:

- A minimum number of characters (usually 18 or more).
- A mix of uppercase and lowercase letters.
- At least one number.
- At least one special character (e.g., !, @, #, $).
- Avoid using easily guessable passwords like "password123" or your name.

D. Save Your New Password:
After entering your new password, click **Submit** or **Save** to confirm the change.

Step 4: Update Your Password on All Devices

A. Update Password on Your Computer:
If you use Microsoft apps like Outlook, Teams, or OneDrive on your computer, you'll need to update your password in these apps. It will be prompted to enter your new password to continue accessing your work resources.

B. Update Password on Mobile Devices:
1. If you have your work email or other Microsoft apps set up on your smartphone or tablet, you'll need to update your password there as well.
2. Open each app (e.g., Outlook, OneDrive) and enter your new password when prompted.

C. Update Password in Other Applications:
If you use your Microsoft account to sign in to other applications or services (e.g., VPN, third-party apps), make sure to update your password in those applications as well.

Step 5: Troubleshooting and Additional Tips

A. Forgot Your Current Password?
1. If you've forgotten your current password, you can reset it by clicking on the **Forgot my password** link on the sign-in page.
2. Follow the prompts to verify your identity and reset your password.

B. Password Change Not Reflecting?
1. If your new password isn't working immediately, try signing out of all devices and signing back in.
2. Ensure that your new password meets all the security requirements set by your organisation.

If CyberGuru can be of assistance in any way, please feel free to contact us on 0488 80 GURU (4878) or email cyberguru@cyberguru.com.au.