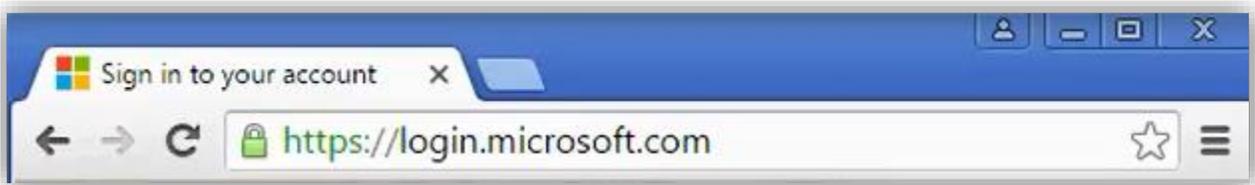


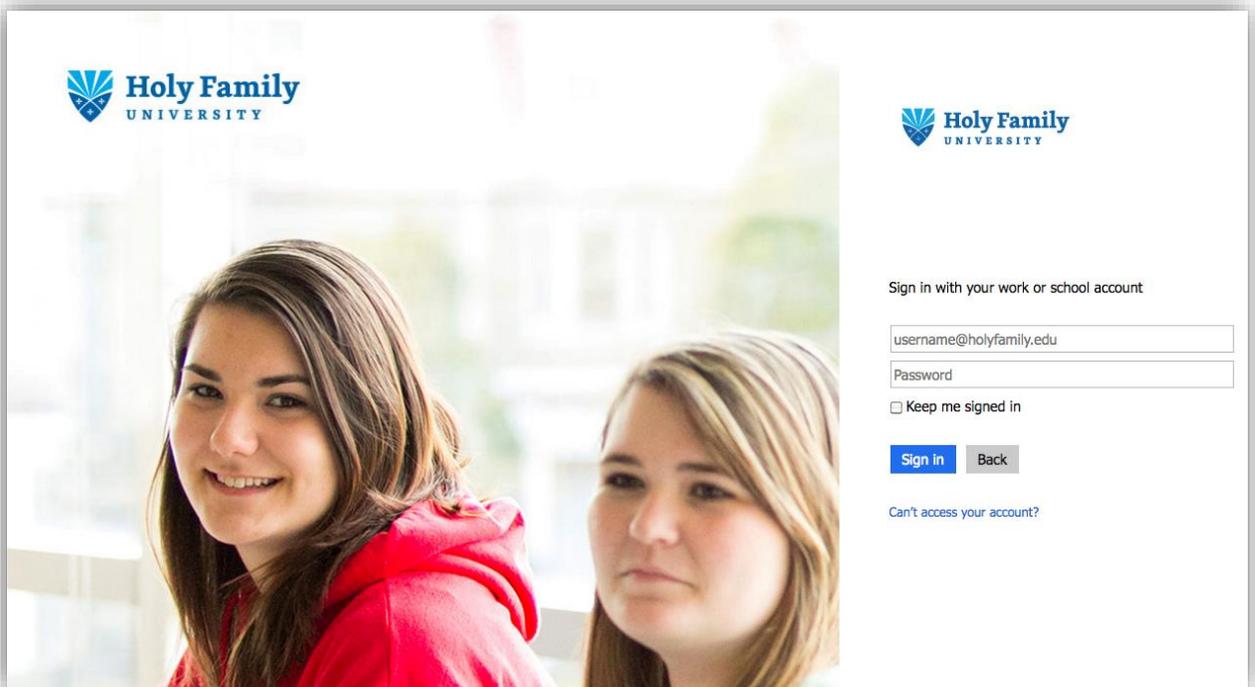
Resetting Your Password

Holy Family uses Office 365 to connect many of your online accounts (Gmail, WebAdvisor, Canvas, Office 365) with a single user name and password. If you are unable to log in to Office 365, or if you've just forgotten your password, you can regain access to your account by completing the following steps.

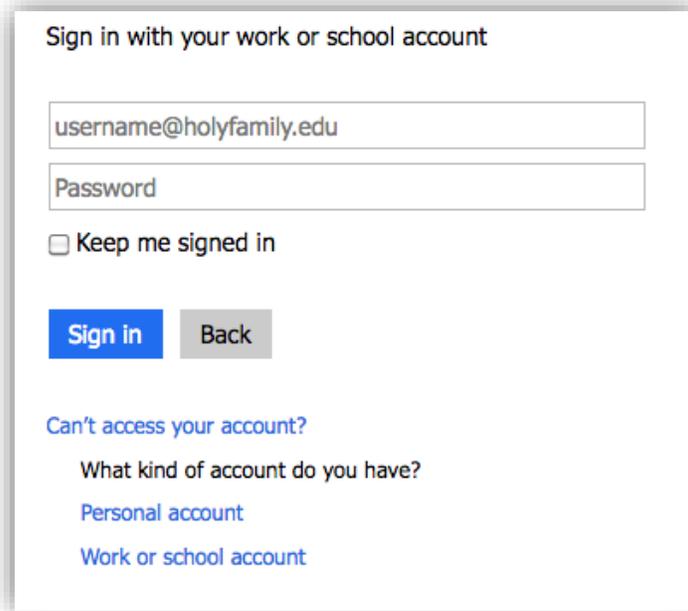
1. Open an internet browser (Internet Explorer, Mozilla Firefox, Google Chrome, Apple Safari), and navigate to login.microsoft.com.



2. On the resulting page, click "Can't access your account?" If this option is not immediately available, attempt to login as you would normally, and the option will present itself after the login attempt fails.



- When prompted to choose with kind of account you have, choose “Work or school account”.



Sign in with your work or school account

username@holyfamily.edu

Password

Keep me signed in

Sign in Back

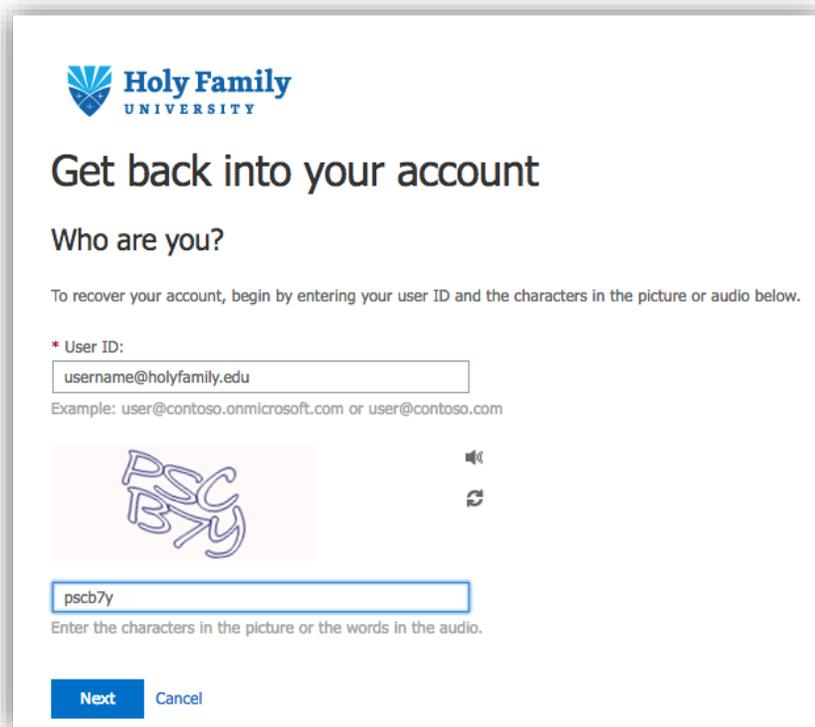
Can't access your account?

What kind of account do you have?

[Personal account](#)

[Work or school account](#)

- Next, enter your Holy Family email address into the User ID field. Enter the character displayed in the image into the bottom field, and click next when you're finished.



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Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

* User ID:

username@holyfamily.edu

Example: user@contoso.onmicrosoft.com or user@contoso.com

pscb7y

Enter the characters in the picture or the words in the audio.

Next Cancel

5. You will be asked to choose a method by which Microsoft can contact you to verify your identity. This could be an alternate email address, phone number, or sometimes both, depending on what you provided when you signed in for the first time.

Select a contact method, and Microsoft will send you a 6-digit verification code.

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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone

You will receive an email containing a verification code at your alternate email address (Id*****@holyfamily.edu).

[Email](#)

[Cancel](#)

- Once you retrieve your verification code, enter it into the field provided on the following page and click Next.

The screenshot shows the Holy Family University logo at the top left. Below it is the heading "Get back into your account" and the sub-heading "verification step 1 > choose a new password". A horizontal line separates the header from the main content. The text "Please choose the contact method we should use for verification:" is followed by three radio button options: "Email my alternate email" (which is selected), "Text my mobile phone", and "Call my mobile phone". To the right of these options, the text "We've sent an email message containing a verification code to your inbox." is displayed above a text input field containing the number "123456". Below the input field is a blue "Next" button and a link "Are you having a problem?". A "Cancel" link is located at the bottom left of the page.

- The next page will now prompt you to enter a new password. Type your new password under "Enter a new password", and again to confirm it under "Confirm new password". Click Finish.

The screenshot shows the Holy Family University logo at the top left. Below it is the heading "Get back into your account" and the sub-heading "verification step 1 ✓ > choose a new password". A horizontal line separates the header from the main content. The text "* Enter new password:" is followed by a password input field with a masked password of seven dots. Below that, the text "* Confirm new password:" is followed by another password input field with a masked password of seven dots. At the bottom left, there is a blue "Finish" button and a "Cancel" link.

8. Microsoft will alert you that your password has been reset. Your new password will now allow you to log in to Gmail, WebAdvisor, Canvas, and Office 365.



For further assistance, call Help Desk at 267-341-3402. Help desk is available Monday through Thursday from 8:00 AM – 8:00 PM, and Friday from 8:00 AM – 4:00 PM.