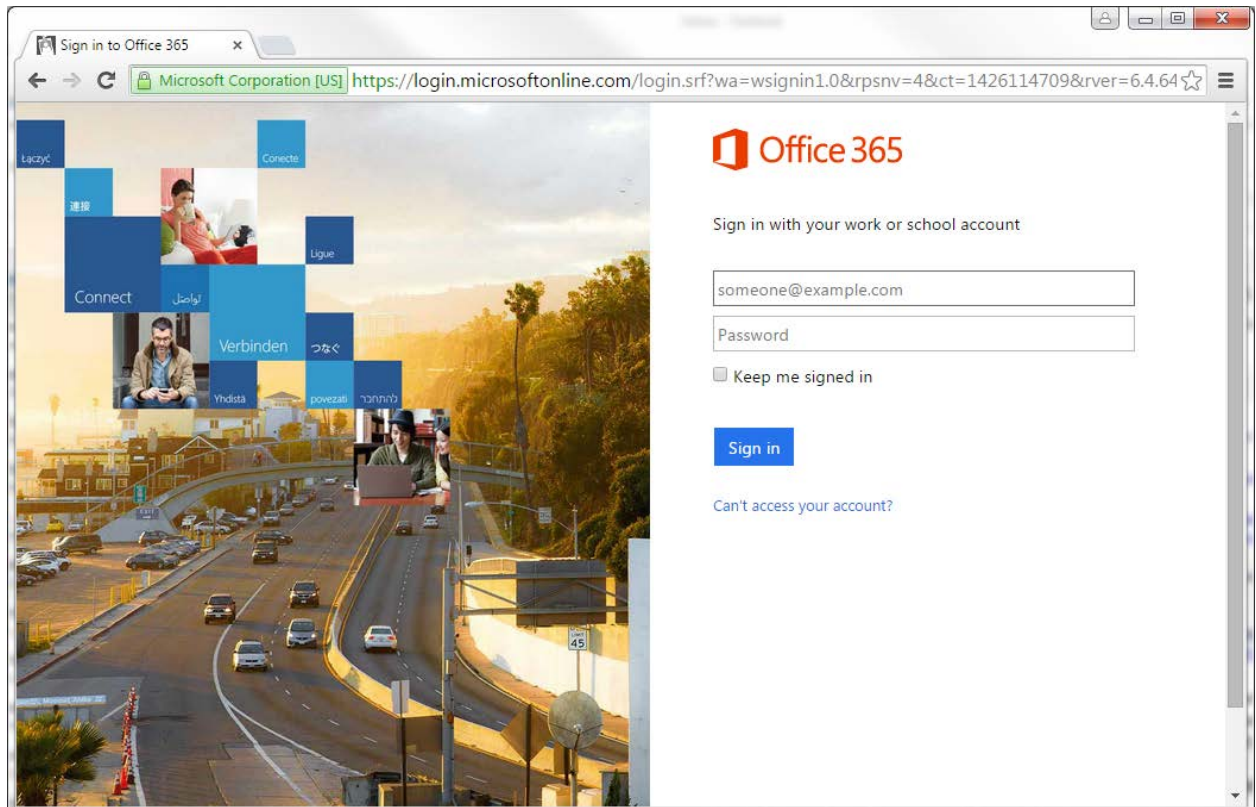


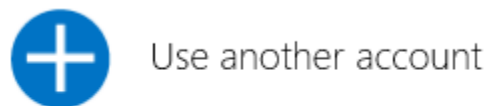
DOH Office 365 Forgot Password Reset

1. Reset Forgotten Password

- a. On the Office 365 portal logon screen (<https://portal.office.com>), click on the [Can't access your account?](#) Link.

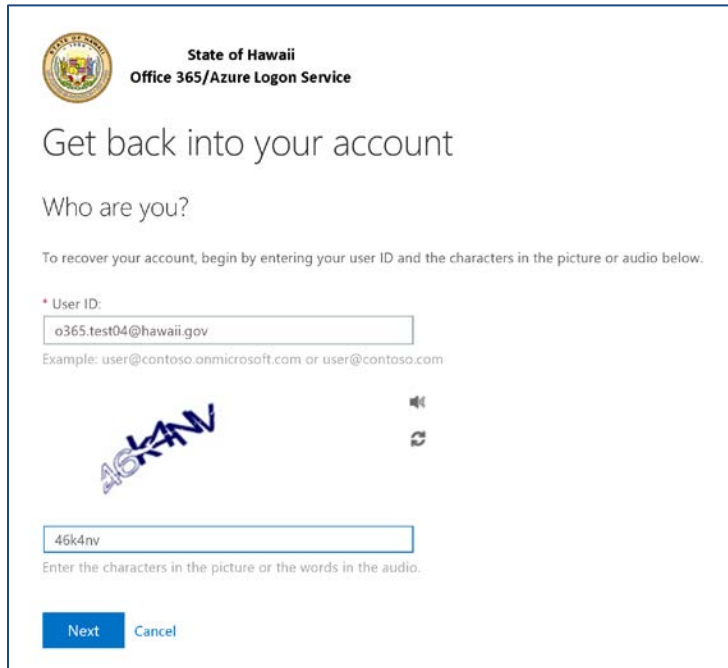


- b. If your logon screen does not display the **“Can’t access your account?”**, click on **“Use another account”**, the *Can’t access your account link* should appear.



- c. You will be redirected to the Self Service Password Reset page

2. Enter your State of Hawaii email address and characters from the picture
3. Click **Next**



The screenshot shows the 'Get back into your account' page for the State of Hawaii Office 365/Azure Logon Service. It asks 'Who are you?' and provides instructions to recover the account by entering a user ID and characters from a picture or audio. The user ID field contains 'o365.test04@hawaii.gov'. Below it, there is a picture of the characters '46k4nv' and an audio icon. The characters '46k4nv' are also entered in the corresponding field. At the bottom, there are 'Next' and 'Cancel' buttons.

State of Hawaii
Office 365/Azure Logon Service

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:
o365.test04@hawaii.gov
Example: user@contoso.onmicrosoft.com or user@contoso.com

46k4nv

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

Next Cancel

4. Verification Information

The following is for informational purposes only and requires **NO action**. After reading the below, please proceed to Step 10.

Depending on which Verification option/s you previously set up during registration, one or more of the following options will appear. Please pick one of the following:

- a. **Office Phone** (**please note that if you select this option, you will need to have access to your office phone to retrieve the verification code*)
 - i. Call Me option (extension are not supported. Do not use this option if your office phone requires an extension)
- b. **Authentication Phone (Mobile Phone)**
 - i. Call Me option
 - ii. Text Me option
- c. **Security Questions**
 - i. Answer three (3) of your Security Questions



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- ☒ Text my mobile phone
- ☐ Call my mobile phone
- ☐ Call my office phone
- ☐ Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (*****37) below. You will then receive a text message with a verification code which can be used to reset your password.

5. Password Reset Verification

Office Phone and/or Authentication Phone

The following details the *Authentication/Mobile Phone* verification, however, the steps for *Office Phone* verification are similar.

“Text Me” option

- a. Click the button next to **Text my mobile phone**
- b. Enter your Mobile Phone number i.e. 808-888-8888
- c. Click “Text”



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

☒ Text my mobile phone

☐ Call my mobile phone

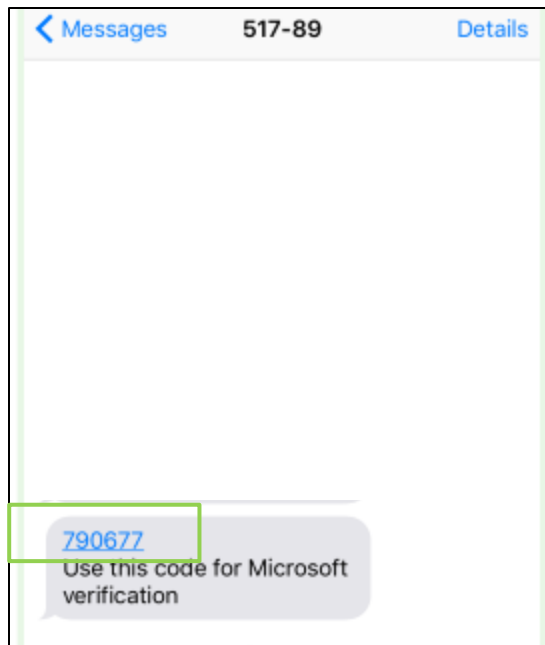
☐ Call my office phone

☐ Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (*****37) below. You will then receive a text message with a verification code which can be used to reset your password.

Text

- d. After clicking the “Text” button, a text message will be sent to your mobile device. Please make note of the six-digit code



- e. Enter the six digit code
- f. Click **Next**



State of Hawaii
Office 365/Azure Logon Service

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

<p><input checked="" type="radio"/> Text my mobile phone</p> <p><input type="radio"/> Call my mobile phone</p> <p><input type="radio"/> Call my office phone</p> <p><input type="radio"/> Answer my security questions</p>	<p>We've sent you a text message containing a verification code to your phone.</p> <div><input type="text" value="790677"/></div> <div><input type="button" value="Next"/> Try again Contact your administrator</div>
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“Call Me” option

- a. Click the button next to **Call my mobile phone** or **Call my office phone**

- b. Enter your Mobile or Office Phone number i.e. 808-888-8888
- c. Click **Call**



State of Hawaii
Office 365/Azure Logon Service

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

☐ Text my mobile phone

☒ Call my mobile phone

☐ Call my office phone

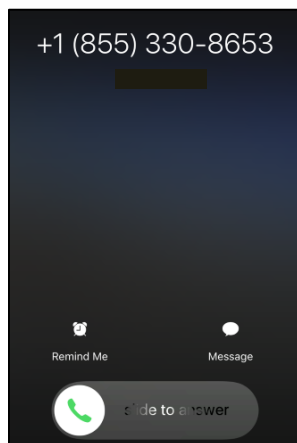
☐ Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (*****37) below. You will then receive a call. Please answer it to continue.

8081234537

Call

- d. After clicking the “Call” button, you will receive an immediate call. After answering the call, you will be prompted to press the **pound key (#)** to perform verification.
- e. Answer the call



Press the **#** key



You have been verified for step 1! Proceed to **second verification** to reset your password.



Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

☒ Call my office phone

☐ Answer my security questions

In order to protect your account, we need you to enter your complete office phone number (*****16) below. Omit the extension. You will then receive a call. Please answer it to continue.

Call

Security Questions

The following details how to perform verification using your *Security Questions*.

- Click the button next to **Answer my security questions**
- Provide answers to all three (3) *Security Questions*
- Click **Next**



Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

☐ Call my office phone

☒ Answer my security questions

What is the name of your first pet?

Who was your best friend in high school?

What is the color of your first car?

×

Next

[Contact your administrator](#)

The following screen will appear if you have successfully completed the second verification:



Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel

Important: Please note the following password requirements before creating your new password.

Passwords must contain characters from three of the following four categories:

- Uppercase characters of European languages (A through Z, with diacritic marks, Greek and Cyrillic characters)
- Lowercase characters of European languages (a through z, sharp-s, with diacritic marks, Greek and Cyrillic characters)
- Base 10 digits (0 through 9)
- Nonalphanumeric characters: ~!@#\$%^&* _-+=`|\(){}[];'"<>.,?/

Password must be at least 10 characters long.

Passwords cannot contain a part of the user name or login name anywhere in them.

The previous 6 passwords cannot be repeated.

Passwords incorrectly entered three times will result in an account lockout lasting no less than 20 minutes.

Password can only be changed after 1 day from previous password change.

Password should be changed every 90 days.

- a. Enter your new password
- b. Confirm your new password
- c. Click **Finish**

The following screen will appear if you have successfully enter your new password:



State of Hawaii
Office 365/Azure Logon Service

Get back into your account



Your password has been reset

To sign in with your new password, [click here](#).

Congratulations! You have successfully reset your password using the Azure Self Service Password Reset!

Please test signing in with your new password:



Sign in with your organizational account



Sign in